

Return Protocol

- 1) Product can only be returned by the customer if:
 - a. There is a notation on the invoice for product to be picked up
 - b. If the product they want to return is on that days invoice ONLY
- 2) Product that was delivered prior to the day of delivery MUST still be in box with proper coding still available, if product is an individual piece, then the wrap must still be on product.
- 3) Driver will not take a call from salesman to pick up product
- 4) All produce is getting double inspecting before it leaves the building now, Any produce a week out will not be taken back
- 5) If customer has an issue with the product, salesman shall reach out to vendor to set up an appointment and the vendor will take care of any credit needed
- 6) Special Order Items are not to be returned without Managers notice