



Customer Credits and Returns

How the policy benefits YOU, the Customer...

- Ensures product *freshness and quality*
- Reduces product loss
- Speeds the processing of credits
- Reduces the risk that a tampered product could be redistributed to another customer

When YOUR delivery arrives, what YOU should know...

- Your Atlas Wholesale Food delivery associate will gladly help you verify that the items delivered agree with your invoice
- You can choose to return any delivered item for credit at the time of delivery
- If a product is short on delivery, your Atlas Wholesale Food delivery associate will make an adjustment on both copies of the invoice.
- Damaged product must be identified and returned upon receipt of the order. The delivery associate will notate this on both invoice copies & will adjust the bill accordingly.
- After a credit is approved, a credit memo will be issued and will accompany your next delivery
- Once you have OK'd your order (less any returned items), sign or pay the invoice, indicating that you're satisfied with the delivery. *Your signature indicates that you agree with the order as listed on the invoice including adjustments made from today's delivery. And that's IT!*

Product Class	Return Timeframes		Comments
	During Delivery	Within 7 days of Invoice date	
All Refrigerated Products: Meats, Produce, Dairy, Milk, Cheese	X		0 days, immediate return at time of delivery
All Frozen Food Products:		X	Notify within 48 hrs, return in 7 days, <i>if never thawed</i>
All Dry Food Products:		X	Notify within 48 hrs, return in 7 days
All Non-Food Products:		X	Notify within 48 hrs, return in 7 days
Special Orders (any type of item):	X		0 days, immediate return at time of delivery

NOTE:

All deductions must be authorized and issued by Atlas Wholesale Food Co., otherwise they will be considered due and payable and the responsibility of the customer.

A 15% restocking fee may apply for product(s) returned.

Products are returnable for full credit ONLY when they are in the original package, free of markings or damage in a resalable condition and being returned within the specified timeframe.

Atlas Wholesale Food Co
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