



Credit and Return Policy 2024

At Atlantic Food Distributors, our approach to credits and returns has remained simple and aimed at unquestionable customer satisfaction. We ask, as part of our cooperative commitment and dedication to improving consumer food safety that our customers work with us to accept and follow this Credit and Returns Policy. Atlantic Food Distributors will continue to return for credit any product not accepted at time of delivery. After delivery, our credit and return policy is limited to certain guidelines.

Time of Delivery

Your Atlantic Food Distributors Driver will gladly help you verify that the items delivered agree with your invoice. Should you choose to return any product, a product is short on delivery, or if a product is damaged, your Atlantic Food Distributors Driver will make an adjustment on the invoice and contact your Foodservice Sales Consultant. At time of delivery all items may be returned except for **Special Order Items** including **Fresh Seafood**. Any items returned will then be deducted off the invoice by your driver. **Signing our invoice denotes that you are satisfied with the products delivered.**

Post Delivery

In some instances, you may find a problem with the order you received after the time of delivery. To ensure the quality of the product you wish to return, please use the following chart:

Product Line	Day of Delivery	24 Hours	7 Days	14 Days
Dry Goods				X
Frozen Foods			X	
Fresh Proteins	X			
Produce		X		
Refrigerated		X		
Ice Cream	X			

A Return Authorization Document must be issued by contacting your FSC for our driver to pick up product. Reminder, this RAD is not an actual credit.

Credits will be processed within two business days and credited to your account. You may request a copy of this credit at any time. **Each product must be in its original packaging and have the shipping sticker attached to receive credit. Please do not write on the product packaging.**



Credit and Return Policy 2024

At Atlantic Food Distributors, our approach to credits and returns has remained simple and aimed at unquestionable customer satisfaction. We ask, as part of our cooperative commitment and dedication to improving consumer food safety that our customers work with us to comply with the revisions that have been made to this Credit and Returns Policy. Atlantic Food Distributors will continue to return for credit any product not accepted at time of delivery. After delivery, our credit and return policy is limited within certain guidelines.

WHEN YOUR DELIVERY ARRIVES, YOU SHOULD KNOW: Your Atlantic Food Distributors Driver will gladly help you verify that the items delivered agree with your invoice. Should you choose to return any product, a product is short on delivery, or If a product is damaged, your Atlantic Food Distributors Driver will make an adjustment on the invoice and contact your Foodservice Sales Consultant.

OUR RETURN POLICY AFTER TIME OF DELIVERY IS LIMITED

An item may be returned, after delivery, only if it meets the important following food safety guidelines:

TIME: Make all returns & credit requests within these time frames:

- Produce & Perishables – Point of Delivery
- Non-Stock/Special Order Items – Non-returnable
- Frozen items – 7 days
- Dry Goods – 7 days

TEMPERATURE

- Chilled items being returned must be stored at between 33`-43` F and frozen items must be stored appropriately at -10`F or less.

PACKAGING

- Products are returnable for full credit only when they are in the original package free of markings or damage and have the shipping sticker still attached to receive credit

PRODUCE & PERISHABLES - Please inspect all ready-to-eat, produce, dairy, fresh meat, seafood and poultry products thoroughly at time of delivery. Due to product integrity and food safety concerns resulting from excessive handling, temperature control fluctuations, and other chain of product control quality issues, produce, dairy, fresh meat and poultry products are not returnable except at time of delivery.

NON-STOCK ORDER ITEMS- have been purchased especially for you. To return non-stock items after delivery, due to damage or quality, you'll need contact your Atlantic Foodservice Consultant.

QUALITY -Should a product present a defect or not meet expected quality standards please contact your Foodservice Consultant for guidance. At Atlantic Food Distributors, we are dedicated to providing the finest and safest products available, and the peace of mind and service you expect and depend upon.

PICKUP FOR CREDIT PROCESS

Should a product(s) return be necessary, customers should request a pickup when regular orders are placed. The following bullet points must be met for a proper credit to be issued after the pickup occurs.

- Unless authorization has been made for quality control purposes, returned merchandise must be packed in its original carton and reach us in a resalable condition.
- Return requests made due to a quality issue must have the manufacturer label with it so we may notify the manufacturer with the proper codes.
- All items returned must have the original Atlantic Food Dist. warehouse pick label affixed to them if possible
- Merchandise made to order or special order (non-stock) merchandise will not be accepted for return.