

Credit And Returns Policy

Purpose

Atlantic Food Distributors is committed to customer satisfaction while protecting food safety and product integrity. This policy outlines how credits and returns are handled at time of delivery and after delivery.

At A Glance

At Time Of Delivery:

Report shortages, visible damage, or immediate quality concerns to your driver.

After Delivery Deadlines:

Refrigerated & Perishables and Ice Cream within 24 hours; Frozen Foods within 7 days; Dry Goods within 14 days.

Special Order / Non-Stock:

Eligible only for documented damage or a quality issue—contact your FSC within the applicable deadline.

Pickup:

Return pickup requires a Return Authorization Document (RAD) issued by your FSC.

1. At Time Of Delivery

Your driver will assist you in verifying that delivered items match your invoice. If you need to address shortages, visible damage, or an apparent quality concern at time of delivery, the driver can note the issue and adjust the invoice as applicable, and your Foodservice Sales Consultant (FSC) will be notified.

Invoice sign-off: Signing the invoice confirms the order was received in acceptable condition at the time of delivery, subject to the after-delivery rules and timeframes below.

2. After Delivery

If an issue is discovered after delivery, returns and credits may be available only within the timeframes below and only if product safety and packaging conditions are met.

Delivery time: The delivery time is the time recorded on your invoice/stop. Please inspect refrigerated/perishable and ice cream items as soon as possible upon receipt.

3. Return Request Deadlines

Product Category	Deadline To Request Credit/Return Pickup
Refrigerated & Perishables	Within 24 hours of delivery time
Ice Cream	Within 24 hours of delivery time
Frozen Foods	Within 7 days of delivery time
Dry Goods	Within 14 days of delivery time
Special Order / Non-Stock items	Follow the applicable category deadline above; eligible only for documented damage or a quality issue.

Special Order / Non-Stock Items

Special Order / Non-Stock items are purchased specifically for your business and are not returnable due to preference (for example: over-ordering, menu changes, or “we don’t want it”).

Special Order / Non-Stock items may be eligible for credit only under the following conditions:

- The item is damaged, or
- There is a quality issue that warrants return/credit, and
- You communicate with your FSC within the applicable deadline listed above.

4. Return Authorization (RAD) Required For Pickup

For any pickup after delivery, a Return Authorization Document (RAD) must be issued by contacting your FSC.

Important: A RAD authorizes pickup. It is not the credit itself. Credits are issued after the product is returned and verified.

5. Conditions Required For Full Credit

To be eligible for full credit, returned items must meet all applicable requirements below:

Temperature Control (Food Safety)

Returned products must have been stored appropriately:

- Refrigerated / Perishables: 33–40°F
- Frozen Foods: 0°F or below
- Ice Cream: 0°F or below (must remain frozen)

If a product has been temperature abused or cannot be verified as properly held, it may be ineligible for credit.

Packaging & Labelling

Returned items must meet the following packaging standards:

- Product is in original packaging and free of markings and damage.
- Do not write on packaging.
- Shipping sticker is attached.
- Where possible, keep the original Atlantic warehouse pick label affixed.

Quality Concerns

If a return request is due to quality, please retain the manufacturer label so Atlantic can report the correct codes to the manufacturer.

Examples of quality issues include:

- Off odor, off taste, or abnormal texture.
- Discoloration, excessive purge, or product that does not meet expected appearance standards.
- Packaging failures (e.g., broken seal, puncture, leaking, swelling).
- Evidence of thawing/refreezing, heavy ice crystals, or freezer burn where applicable.
- Foreign material or contamination concerns.
- Mislabeling or missing critical label information (e.g., lot code/date) that prevents verification.

Timeframe

Return requests must be made within the Return Request Deadlines listed in Section 3.

6. Pickup & Credit Processing

Scheduling A Pickup

If a return is necessary, request pickup when placing regular orders whenever possible.

Need Help?

If you have questions about return eligibility, storage requirements, return authorization (RAD), or the status of a credit, please contact your Foodservice Sales Consultant (FSC).

If you are unsure who your FSC is, contact Atlantic Customer Service and we will connect you with the correct representative.

Credit Timing

Credits are typically processed within two business days after the return is received and verified, and then applied to your account. You may request a copy of the credit at any time.