



FOOD SERVICE

YOUR success is OUR priority

719 East Jackson Street, Phoenix, Arizona 85034 • www.customfoodservice.com • Phone: (602) 254-1876 • Fax: (602) 256-6216

Credit & Returns

Policy for Customer

Custom Food Service is dedicated to providing you with the highest quality goods and services at the most competitive prices possible. Custom Food Service has developed a Credit and Returns policy that is fair to you, yet satisfies the Government's Rules and Regulation from USDA, FDA, and local agencies. To comply with these agencies, as well as our HACCP Program, we require and follow stringent guidelines that govern how we handle our product, including all returns.

Custom Food Service guarantees 100% satisfaction on all products at the time of delivery. By signing the invoice, it indicates that you have inspected and accept the entire delivery and assume responsibility for full payment. Should a return be required returns will be inspected and Custom Food Service reserves the right to make adjustments or deny credit.

Important Food Safety Guidelines

TIME:

All returns requesting credit need to be submitted in the time frame listed for each category.

TEMPERATURE:

Keep all perishable returns stored at proper temperature to maintain product integrity and wholesomeness. Frozen items at 0-10 degrees. Fresh Meat & other perishable items at 30-35 degrees.

PACKAGING:

Products are only returnable for full credit when they are in the original package, free of any markings or damage, and in re-sealable condition.

Any item that is being returned will need to have a PICK-UP ticket submitted from your DSR. Drivers can only pick up product from previous deliveries with this ticket. If there is no PICK-UP ticket, please contact your DSR on this matter.

Policies for Our Products



**Highly Perishable
Refrigerated Products**

RETURN AT DELIVERY ONLY

- Fresh milk/refrigerated dairy products
- Ice cream
- Processed Produce
- Shell eggs*/liquid eggs
- Fresh Meat*/Seafood*/Poultry*






*These items are subject to HACCP Regulations by the FDA & USDA

These items can **ONLY** be returned at **TIME OF DELIVERY**.

These items are the most critical to check at time of delivery for accuracy.

For **EARLY KEY DROPS** discrepancies, call your Driver, Sales Rep or Customer Care before 12:00 pm the day of delivery.

NOTE: Fresh shellfish cannot be returned due to HACCP regulations.

 <p>Produce</p>	<p>RETURN AT TIME OF DELIVERY</p> <ul style="list-style-type: none"> • ALL fresh produce • Prepared Salads 	<p>Return must be requested AT TIME OF DELIVERY and product must be maintained at proper temperature.</p> <p>For EARLY KEY DROPS discrepancies, call your Driver, Sales Rep or Customer Care before 12:00 pm the day of delivery.</p> <p>Product must be in original packaging with shipping label.</p>
 <p>Other Refrigerated Products</p>	<p>7 DAYS TO RETURN</p> <ul style="list-style-type: none"> • Butter and Margarine • Cheese • Cooked & Preserved Meats • Juices • Sauces • Pickled Products 	<p>These items can be picked up within 7 days of invoice date if product has been maintained at 40 degrees or lower, never frozen and in original packaging with shipping label.</p>
 <p>Frozen Products</p>	<p>7 DAYS TO RETURN</p> <ul style="list-style-type: none"> • Baked Goods • Vegetables • All other frozen lines (excluding Ice Cream) 	<p>Frozen products can be picked up within 7 days from invoice date if product has maintained original state and shows NO evidence of defrosting.</p> <p>Product must be in good condition and in original packaging with shipping label.</p>
 <p>Dry & Chemical Products</p>	<p>7 DAYS TO RETURN</p>	<p>Dry and Chemical products can be picked up within 7 days from the invoice date.</p> <p>Product must be in good condition and in original packaging with shipping label.</p>
 <p>Special Order Products</p>	<p>RETURN WITH CAUSE AT TIME OF DELIVERY</p>	<p>Special Order Products cannot be picked up or credited after delivery. Special Orders may be returned for cause AT TIME OF DELIVERY.</p>
<p>Quality Issues</p>		
<p>In the event you discover a quality issue with a product after delivery, please contact your DSR, providing a description of the problem and pictures including the shipping label and lot code. Pick-up should be requested as soon as the problem is discovered.</p>		