



Hallsmith-Sysco Food Services

Customer Credits and Returns Policy

How does the policy benefit you the CUSTOMER?

- ◆ Ensures product wholesomeness and quality.
- ◆ Reduces product loss.
- ◆ Speeds the processing of credits
- ◆ Assures that all products handling is compliant with HACCP, USDA, FDA, OSHA, and HAZMAT requirements.
- ◆ Prevent tampered product from redistribution to another customer.

When Your Delivery Arrives, YOU SHOULD KNOW...

- ◆ Your SYSCO 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 time of delivery.
- ◆ If a product is short on delivery, your SYSCO delivery associate will make an adjustment on the invoice. ***This invoice will serve as your credit memo.***
- ◆ If a product is partially damaged, your delivery associate will make an immediate adjustment on your invoice.
- ◆ Once you've Ok'd your order fill in the piece count (less any items you return), sign the invoice, indicating you're satisfied with the delivery. **It's as simple as that!**

Should a return be requested after the delivery has been made...

Our return policy after time of delivery is limited. An item may be returned, after delivery, only if it meets the following important food safety guidelines:

TIME:

- ◆ Make all returns & credits request within these timeframes:
 Fresh Meat, Poultry, and Produce.....Day of Delivery
(Except as specified - See Reverse Side for Additional Food Safety Guidelines)
 All other items.....14 days.

TEMPERATURE:

- ◆ Keep all perishable returns stored at proper temperature to maintain product integrity and wholesomeness.
 Frozen Items.....0-20 degrees.
 Fresh Meat & Other Perishable Items.....30-35 degrees.

PACKAGING:

- ◆ **Products are returnable for full credit *only* when they are in the original package free of markings or damage, and within the specified return time frame.**

At SYSCO, 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 SYSCO to comply with the revisions that have been made to the Customer Credit and Return Policy.

SYSCO will continue to return for credit any product not accepted at the time of delivery. After delivery, our credit and return policy is limited to certain guidelines.



Important Additional Food Safety Guidelines



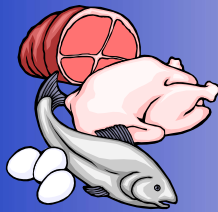
Fresh Seafood

- ◆ Fresh seafood is returnable at the time of delivery only.



Produce

- ◆ Please inspect all fresh produce thoroughly at the 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 items are not returnable except at time of delivery.



Dairy

- ◆ Please inspect all dairy products thoroughly at time of delivery. Due to product integrity and food safety concerns resulting from temperature control fluctuations, other chain of control quality issues, dairy items are not returnable except at time of delivery.

Fresh Meat and Poultry

- ◆ Due to product integrity and food safety concerns resulting from temperature control fluctuations, and other chain control quality issues, fresh meat and poultry items are not returnable except at time of delivery, in their original containers.
- ◆ Delivery Associates are not allowed to pick-up fresh meat or poultry that does not comply with these product safety requirements.



Chemicals

- ◆ Treat chemicals returns with extra attention. Federal HAZMAT and OSHA regulations prohibit the transport of open-container chemicals, or chemical products not in the original packaging.
- ◆ A SYSCO Sales Representative must inspect all chemical products for damage and/or leakage, before a pickup and return can be processed.

Non-Stock Order Items

- ◆ Non-stock order items have been purchased especially for you. Because they can't be resold, they are not returnable except when damaged, or of questionable quality at time of delivery.
- ◆ To return non-stock items after delivery, due to damage or quality, you'll need authorization after an inspection by a designated SYSCO Representative.

Drop Shipments

- ◆ Drop shipments are made directly to you from our suppliers. Contact your SYSCO Sales Representative about any unacceptable items within 24 hours after delivery.

*At SYSCO, we're dedicated to providing the finest and safest products available,
and the peace of mind and service you expect and depend upon.*

That is our pledge!

iCare
from Sysco

