

Dear Consolidated Foods Customer,

Consolidated Foods is committed to providing quality products and services. Our service goal is to fill your orders accurately 100% of the time, but now and then we fall short and errors occur. It's frustrating for everyone when things go wrong and we will take every step necessary to rectify the situation as soon as possible. With this in mind we would like to take this opportunity to explain our Credit Policy.

We will issue credits for the following reasons: **short on load, mispick, ordered in error, quality or short dated issues.**

IN ORDER TO PROCESS AND EXPEDITE YOUR CREDIT PLEASE FOLLOW THE FOLLOWING STEPS:

- Inspect your order immediately.

You must communicate any credit request within 72 hours from the time of your delivery.

Product must be in original packaging, unmarked, unopened, unused and complete, in order to receive credit (we do not issue credit on partial cases).

****Suggestion: when inspecting your order be sure to compare the white Consolidated Foods product labels with the product. ****

- Please have the invoice number, date of invoice, and your customer number ready when you contact us for a credit request. It would be helpful to have the invoice with you.
- Contact Consolidated Foods: by phone, fax or email within 72 hours.
- Your contact at Consolidated Foods for credits is Lynn; please do not call your sales rep to request a credit.

ALL CREDITS WILL BE ISSUED AT OUR DISCRETION

Some common terms and what you can expect:

SHORT ON LOAD: When you are invoiced for an item but did not receive it.

MISPICK: When you receive something other than what is indicated on your invoice. When you contact Consolidated Foods we may offer you a discount to keep the product, if you choose. If you choose not to keep the product, we will arrange to have the product picked up.

ORDER IN ERROR: When what you ordered and were invoiced for is not what you intended it to be. A restocking fee may be charged at our discretion.

SHORT DATED PRODUCT: When you have received product with a shelf life that is 30 days or less left on it.

POOR QUALITY PRODUCT: When you inspect a product and find that the quality is less than what you expected it to be. We may request to have the product returned to us.

CREDIT REQUEST CONTACT:

Lynn Hagen

Phone: 253-872-6934 x110

Toll Free: 800-521-1201

Fax: 253-872-8260

Email: lynnh@consolidatedfoodsinc.com