



## NATIONAL CREDIT & RETURN POLICY

Updated: April 2023

Every one of us at Dovre takes pride in the service and food products we provide to our customers. It is our goal to ensure that every case on every order is delivered in perfect condition or to promptly make things right if it does not.

While **Dovre does not guarantee sales** once product is purchased, if an issue should arise that may require a credit or return, please refer to the following National Credit and Return policy:

### **Request for Credit (RFC) – Missing or Damaged product** *(noted at time of delivery):*

- It is the customer's responsibility to carefully inspect every shipment **at time of delivery** and report any issues to Dovre within 5 days after receipt of goods. **Any damage or discrepancy between the Bill of Lading (BOL) and what is received must be noted on all copies of the BOL** in order for a RFC to be approved. This includes:
  - **Missing cases or skids** as per the piece count on the BOL.
  - Any damages (physical and/or caused by exposure to improper temperature). **(NOTE: It is the customer's responsibility to ensure all temperature controlled products are moved to the appropriate coolers or freezers upon delivery.** For quick and easy reference all fresh & frozen products are clearly identified on the customer's invoice and/or packing list).

### **Request for Credit (RFC) – Issues post receiving** *(identified upon closer inspection):*

- **RFC's** involving the following potential issues must also be submitted to Dovre within 5 days after receipt of goods:
  - **Incorrect product received.**
  - **Product that is short dated** (as per Dovre's acceptable shipping days).
    - There is often an option to keep the short dated product at a discount to increase movement and keep the customer's margins whole. Please contact your Territory Manager or our Customer Service Team should you encounter this issue.

### Product Returns:

- Products (excluding special order and pre-book items) may be returned to Dovre within 5 days after receipt of goods as long as they are in original condition and packaging. **Part case returns are not accepted.**
  - For authorization to return product, please contact your Territory Manager or our Customer Service Team.
  - **A 15% restocking fee and return shipping charges** will be applied to all returns that are not a result of a specific delivery or quality issue.

### Perishable Product Consideration:

- For **product quality issues** that arise after the 5 day deadline for submitting a RFC, but before products best before date, please note the following:
  - These situations will be looked at on a **case by case basis** to try and determine the cause of the quality issue.
  - **If a definitive root cause** from events prior to delivery can be identified then a credit may be issued.
  - In some cases, **credits for quality issues on certain bulk cheeses** intended to be cut and repackaged at store level will be issued **only for the unusable portion** of the cheese if the rest of the piece is deemed sellable.

### Credit Processing:

- **Requests for Credit (RFC's)** should be sent to your Territory Manager or the Customer Service Team. Where applicable RFC's must include the following information:
  - **Reason** for the credit request and/or **description** of issue.
  - **Pictures** corroborating your claim.
  - **Best before dates** and/or **lot #'s**.
- In all cases, **credits will be issued based on the original price paid** – net of all discounts or volume deals.
- **Deductions may be taken off of a payment to us only with a valid credit note number.**
- **Special Order and Pre-Book products may not be returned, cancelled, or credited** unless unsellable due to either damage noted on the BOL upon arrival or a product quality issue. For more details please refer to Dover's Special Order Product Policy.