

# PETERSON COMPANY RETURN POLICY

To Our Valued Customers:

We know you are familiar with the Food Safety Modernization Act (FSMA). According to the FDA website: The FDA Food Safety Modernization Act (FSMA) was signed into law by President Obama on January 4, 2011. It aims to ensure the U.S. food supply is safe by shifting the focus of federal regulators from responding to contamination to preventing it. In an effort to comply with FSMA regulations and ensure the safety of consumers, the Peterson Company will strictly enforce the following return policy.

Under no circumstance will a credit be issued at the time the product is collected. All products must be returned to Peterson and inspected before a credit memo is issued to the account.

## **RETURN CONDITIONS** *(all must be met to receive credit):*

1. Good/Non Perishable Item Returns:
  - a. Peterson must be notified within 48 hours of delivery
  - b. Product must be returned in its original/unmarked packaging
  - c. Product must be unused/unopened
2. Damaged or Quality Issue Returns:
  - a. Product was inspected and rejected at the time of delivery
  - b. If product was not inspected at the time of delivery, Customer must notify the Inside Sales Representative within 48 hours of delivery (no exceptions)
  - c. Product must be returned in its original/unmarked packaging
3. Perishable Items:
  - a. Peterson must be notified within 48 hours of delivery
  - b. Product must be returned in its original/unmarked packaging
  - c. Product must be unused/unopened
  - d. Perishable items must be held at proper temperature (frozen or refrigerated) by Customer until picked up by Peterson
4. No returns will be granted on drop ships, special orders, discontinued, or discounted items
5. No credit will be issued for shelf life issues if product is delivered within the number of days guaranteed by Peterson

# PETERSON COMPANY RETURN POLICY (CONTINUED)

## DELIVERY ISSUES:

- It is the Customer's responsibly to inspect and confirm the following at delivery:
  - Item code number
  - Item description
  - Quantity ordered
  - Product shelf life/pull dates
- The driver can issue credit for warehouse mispicks, shortages, short dates, or damage for products on invoice at time of delivery
- The driver cannot accept/pick up products from past orders without a Return Authorization (RA)
- There will be no redelivery of products returned that are rejected for credit
- Customer's signature on the invoice indicates that Customer is satisfied with the order; and that Customer agrees with the order as listed on the invoice, including adjustments made from the day's delivery
- Drop and Go shipments should follow the terms of the "Drop and Go Shipment Agreement"
- Your sales representative cannot accept/pick up products for return due to food safety guidelines

## INVOICING ERRORS:

- Invoicing errors should be directed to the Inside Sales Representative within 48 hours of delivery

## APPLICABLE FEES:

- Peterson reserves the right to apply the greater of \$50 or 15% restocking fee for:
  - Product returned when it has been determined that Customer routinely request credit for usable product that is not wanted upon delivery
  - Peterson is unable to drop the order to Customer's premises on the scheduled deliver date, for reasons outside of Peterson's control

Please contact your Inside Sales representative for a Returned Authorization (RA) within the 48 hour window. Credit requests are not final until approved and issued by Peterson's Account Receivables department. Unless/ until credit is issued, original invoices will be considered due and payable by customer.