

# Falter's Fine Meats

## Return Policy

Effective Date: 10/01/25

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Valued Customer,

At Falter's Fine Meats, our top priorities are Food Safety, Product Quality and Customer Satisfaction. While we understand that returns may occasionally be necessary, they must be handled in a way that safeguards our customers and preserves product integrity.

Our return policy is designed to ensure:

- That every product you receive meets both our and your quality standards
- Returned products are managed responsibly, in compliance with USDA food safety regulations
- Our service remains fair, consistent, and transparent for every customer

We value your partnership and will always work to resolve issues promptly and professionally. Thank you for helping us maintain the highest standards of safety and quality.

Sincerely,

The Falter's Fine Meats Team

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# 1. General Policy

Due to strict cold chain requirements, all return requests must comply with the timelines outlined in this policy.

Returns will not be accepted for products that have been improperly stored, opened, or mishandled after delivery (except in cases of a distributor error).

All approved returns will be issued as an account credit. We do not provide cash or credit card refunds.

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## 2. Return Eligibility

Returns may be accepted under the following conditions:

- **Distributor Error:** Product shipped in error, damaged in transit, or not as invoiced.
- **Shortage/Overage:** Quantity discrepancies between what is invoiced and what was delivered.
- **Mis-shipment:** Item(s) delivered do not match the invoice.
- **Quality Issues:** Spoilage, product defects, expired product or packaging/labelling issues.

### Return Requirements:

- Product must remain refrigerated or frozen from delivery to return.
- Must be in original, unopened packaging.
- Must have adequate remaining shelf life.
- Returned in the same condition as delivered.

### Not Eligible For Return:

- Product that has been opened or repackaged by the customer.
  - All Custom or Special Order Items.
  - Product that has been thawed or temperature abused after delivery.
  - Product returned outside the allowable claim window (See Section 3).
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### 3. Return Window

<u>Issue Type</u>	<u>Timeframe to Report</u>
Distributor Error	At time of delivery
Shortages/Overages	At time of delivery
Mis-shipments	At time of delivery
Quality Issues	Within 48 hours of delivery

If an order is not checked in with the driver (e.g., delivered after-hours), all errors, shortages, overages or mis-shipments must be reported within 24 hours of delivery.

Claims made after these windows may not be eligible for credit or return.

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### 4. Return Authorization Procedure

1. **Inspection Upon Delivery** – Customers must inspect all shipments with the driver and note any issues on the invoice and a call must be made to the Sales Office immediately to report any problems.
2. **Claim Submission** – Contact our Sales Team via phone call within the return timeframe and provide the sales representative with:
  - Invoice Number
  - Product Details and Quantities
  - Description of the issue
  - Photos of damage, spoilage, or mispack (if applicable)
3. **Approval & Pickup** – The Sales Office will provide instructions. All returns must be approved by management. Drivers cannot accept unauthorized returns.
4. **Credit Issuance** – After inspection/verification, a credit will be applied to your account within 5 business days of the return.

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## **5. Restocking Fee**

Returns not caused by Distributor Error, Mis-shipment, or Quality Issues (e.g., a return due to over-ordering) are subject to a 5% restocking fee.

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## **6. Product Return Safety**

- Refrigerated products must remain at 32–40°F (0–4°C)
  - Frozen products must remain at 0°F (-18°C) or below
  - Items exposed to unsafe temperatures, contamination, or mishandling will not be credited.
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## **7. Credits**

All credits apply to the customer's account for future purchases. No cash, check, or credit card refunds will be issued.

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## **8. Right to Refuse**

Falter's Fine Meats reserves the right to refuse any return that does not meet these conditions or is reported outside the required timeframes.