



PRODUCT RETURN INTENTION

The intention of the Return Policy is to enhance customer satisfaction by providing clear criteria for allowing the refusal of product by our customer and for determining which items may be returned to stock for resale.

Kohl Wholesale enforces the Federal HACCP regulations for returning product. In the interest of providing product quality, packaging integrity, and to minimize the exposure of temperature shock in products we sell, Kohl Wholesale will follow the timeline restrictions for all returns listed in this flyer.



QUESTIONS

If you have questions concerning our Return Policy, please contact your sales representative or our customer service department.

130 Jersey Street • P.O. Box 729
Quincy, IL 62306-0729
217-222-5000

Iowa: 800-245-5645
Illinois: 800-222-5645
Missouri: 800-245-5645



MISSION STATEMENT

YOUR *broadline* FOODSERVICE DISTRIBUTOR

WE ACCOMPLISH OUR MISSION BY:

Taking pride in our immense devotion to customer service.

Making every effort to fulfill customer requests.

Delivering quality products accurately and timely in accordance with customers' orders.

Working together in a synergistic environment to ensure the satisfaction of all customers.

Recognizing and supporting our commitment to our employees as valuable links in our chain success.

Conducting business according to the highest ethical standards; and

Serving as an outstanding corporate citizen in the community.

WE MEASURE OUR SUCCESS THROUGH:

Feedback from our customers and employees, financial return and company growth.



PRODUCT RETURN GUIDELINES

To comply with Federal HACCP regulations, and in the interest of providing product quality, packaging integrity, and to minimize the exposure of temperature shock in products we sell, Kohl Wholesale will follow the following timeline restrictions.

CREDITS AT TIME OF DELIVERY

REFUSED PRODUCT

For various reasons and from time to time, it may become necessary to refuse product at the time of delivery. Our policy for the return of product require the driver to issue credit or debit at the bottom of your invoice.

- If a product is damaged or out-of-date
- If an incorrect item or substituted item on the invoice is not wanted
- If correctly ordered product is not wanted at the time of delivery
- If an item on the invoice is missing upon delivery

It is essential that customers check-in all orders to verify the accuracy and completeness of the invoice. Credit will not be issued for missing items unless they are noted on the original invoice.

IMPORTANT:

Credit will not be issued on Made to Order product(s). Examples: fresh cut meat, seafood, poultry, imprinted items or special order (non-stock) products.

REFRIGERATED PRODUCTS

0 Days, Return at Time of Delivery Only

Fresh Meats, Poultry, Turkey
Deli Meats
Prepared Salads
Produce
Dairy Products, Milk, Yogurt
Eggs

FROZEN PRODUCTS

0 Days, Return at Time of Delivery Only

Ice Cream

7 Days, if Never Thawed / Slacked

Baked Goods
Vegetables
Prepared Entrées
Frozen Meat, Fish, Poultry
All Other Frozen Lines

DRY FOOD PRODUCTS / SHELF STABLE

14 Days

NON-FOODS

14 Days

Chemicals
Supplies & Equipment
Disposables

SPECIAL ORDER

0 Days, Adjustments for Damage at Delivery Only

Imprinted Items

0 Days, Need Vendor Special Authorization

All Others



PICK-UP AND CREDIT

If a product is not needed and return is necessary, customers should request a pick-up authorization as quickly as possible.

The following policy will apply:

- Returned merchandise must reach us in resalable condition and must be packed in its original carton, unless an authorization has been made to return merchandise for quality control inspections.
- All returned items must have the original warehouse blue pick label affixed to them.
- All returns will be inspected, and Kohl Wholesale reserves the right to make adjustments or deny credit.
- A 15% restocking fee will be assessed for all merchandise returned over \$50.00 and on any seasonal or special event account. Once again, returns are not accepted for merchandise made to order, imprinted items or special order (non-stock) merchandise.
- The criteria for product to be returned by customer, transportation procedures for product returns, driver check-in procedures and procedures for product returned by customers due to a product recalls in the USF Good Manufacturing Practices must be followed at all times.

PLEASE NOTE:

Pick-up authorization credit slips are required for all merchandise pick-up. Until the product is returned to our warehouse and approved, the pick-up slip is not valid credit. The white copy authorizes our driver or sales representative to pick-up the product for return. Once the product has been picked up, they will sign the authorization voucher on the upper right hand side and return a copy to Kohl Wholesale for inspection. Provided that your return falls within the guidelines listed, a credit will then be entered on your account within 3 working days.