



**Product Return Policy**  
**Effective January 1, 2015**

Acme Steak & Seafood is dedicated to making sure our customers receive products correctly as ordered, but sometimes mistakes happen. We pride ourselves on fixing these mistakes in a timely fashion so as to not affect your daily business. The following policy has been put into place to ensure that you, our customer, receive the quality products you have come to expect.

**Time of Delivery:**

Acme Steak & Seafood suggests that all orders are checked in to verify correct quantity and product. Your driver will gladly help you check in your order at time of delivery. All items may be returned except for the following:

- Fresh Seafood
- Specialty Cut Protein Items
- Special Order Items

Any items returned at time of delivery may then be deducted off the invoice by your driver. Signing our invoice denotes that you are satisfied with the quality and condition of the products delivered.

**Post Delivery:**

In some instances, you may find a problem with the order you received after time of delivery. To ensure the quality of the product you wish to return, please use the following chart:

<b>Product Line</b>	<b>Day of Delivery</b>	<b>24 Hours</b>	<b>7 Days</b>	<b>14 days</b>
<b>Grocery</b>				<b>X</b>
<b>Fresh Protein</b>	<b>X</b>			
<b>Frozen Food</b>			<b>X</b>	
<b>Non-Food</b>				<b>X</b>
<b>Produce</b>		<b>X</b>		
<b>Refrigerated</b>		<b>X</b>		
<b>Ice Cream</b>	<b>X</b>			

**(Policy Continued On Back → )**

**Special Order Items are NON-RETURNABLE.** If there is an item that is **special order** or a **fresh-cut protein** that you are not satisfied with and wish to return, please contact your food service consultant, or our office, to discuss.

A Return authorization document must be issued in order for our driver to pick up returned product. **This is not an actual credit.** Credits will be processed within 7 days and credited to your account. You may request a copy of this credit at any time.

**Each Product must be in its original packaging and free of any writing to receive credit.**

### **Produce Returns:**

The buyers at Acme Steak & Seafood are always searching for the best available produce at the best prices in order to give our customers the highest value and return for their investment. As you know, most produce is grown outdoors and is at the mercy of Mother Nature. Too much sun, wind, rain, not enough rain, changing seasons, and constant temperature fluctuations; all have big roles in appearance and condition of produce as well as the effects on shelf life. We will demand the best from our suppliers. Although some product is locally grown and arrives the next day, much of it is grown across the country (strawberries, celery, potatoes, etc.) and in many cases out of the country (bananas, pineapples, kiwi, etc.) therefore, it may be in transit 3-6 days. We at Acme Steak & Seafood will do our best to inspect the product upon its arrival here to insure excellent quality and again when it's shipped out to our customers.

In an effort to improve our service we are asking our drivers to give you, our customer, ample time to check the product we are delivering in order to insure you are receiving the proper quality you expect, the correct product you have requested, as well as the correct amount. Upon completion, please accept or reject product that does not meet your expectations. If the product is not what you expected, please have the driver place the product back on the truck and return it to us on the same delivery. The drivers are only permitted to return product from **that day's delivery**. Any returns (other than product on that delivery) must be approved by your sales person (or called in directly to the office) and accompanied by an authorized pick up form. We are asking our customers to do this in order to help improve the quality of our product and our service to you. We will be **unable to issue credit** if product is returned days later, because by the time it gets back to us, the shelf life has been greatly reduced and the product will be unusable.

We at Acme Steak & Seafood greatly appreciate and want to thank you for your loyal business. We want to do all we can to insure good quality products to all our customers and want to be your source for your food service needs.

**Thank you in advance for your adherence to our policy.**