

## RETURN POLICY

### Dear Valued Customer,

Pentagon Food Group is committed to deliver the best service and quality to its customers and therefore seek due support from its customers. Our esteemed customers are requested to kindly follow the following Return Policy.

#### WHAT CAN YOU RETURN?

- Returns will be accepted under the following conditions only:
  - a. Wrong item delivered.
  - b. Product with a quality issue.
  - c. Product offered as a substitute or new products.
  - d. Short dated products.
- Items from current delivery will be returned only.
- Items returned must be in good condition.
- Frozen items must be having a temperature between -15 and -18 degrees.
- Chilled items must be having a temperature between 0 and 4 degrees.

#### RETURNS PROCESS

- The product quantity and quality must be acknowledged by providing an electronic signature at the time of delivery. Items to be returned must be notified and handed over to the Driver at the time of delivery. Afterwards the company will not accept any return.
- In case you are not present at the time of delivery, please inform Pentagon Food Group.
- Inform Customer Services about any missing/damaged/return item within 24 hours of delivery at 0800-4337041

### Following is the returns management process for your information:

#### IF CUSTOMER IS AVAILABLE AT THE TIME OF DELIVERY



Customer handover the items to the Driver



Driver notifies the Customer Services and deposits the items in the warehouse



Warehouse acknowledges item receipt and informs the Credit department for settlement



Credit department issues a credit note and notifies Customer Services



Customer Services communicate the settlement to the Customer

#### IF CUSTOMER IS NOT AVAILABLE AT THE TIME OF DELIVERY



Customer informs Customer Services within 24 hours of delivery



Customer Services schedule a pickup for the items to be returned



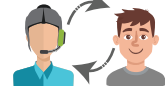
The Driver picks the item as per schedule and deposits the items in the warehouse



Warehouse acknowledges item receipt and informs the Credit department for settlement



Credit department issues a credit note and notifies Customer Services



Customer Services communicate the settlement to the Customer



IF YOU HAVE ANY QUERIES, PLEASE CONTACT US

**0800-4337041**

customerservice@pentagonfoodgroup.co.uk