**Return policy**

**At the time of Delivery**

It is essential that you check your delivery is complete when signing to confirm receipt of your order. Express Food Service cannot honour shortage claims if you have signed to confirm your order was complete at the time of delivery.

If there are any shortages or damages the driver will make a note on your invoice. On return of invoice to office a credit note will be raised and credited to your account. This may take up to two working days.

**After the Delivery**

Unfortunately, we are only able to accept returns under the following conditions:

* **Dry, Chilled, Frozen & Non Foods**: Can only be returned on your next delivery day.

If you need to return goods, please contact our offices on 02871 374555). All uplifts must be organised through the office. Drivers will not uplift items unless they are directed to by office

If there is a quality issue which occurs after this time, please contact your offices

After the time of delivery, returns can only be accepted if the items are in a sellable condition. Products which are opened, or the packaging is disturbed in anyway cannot be returned

* **Temperature** - Chilled items being returned must be stored at between 0º C and 5º C. Frozen items must be stored appropriately at -18ºC or below. Uplifts can only be completed if our Driver can confirm these temperatures when performing the uplift.
* **Packaging** - Products being returned must be in their original package (if applicable) and free of markings or damage.
* **Chilled Meat/Poultry**- Please can all customers inspected these products at time of delivery as due to the nature of these products they cannot be accepted after this time.