

URM Credit & Return Policy

Acceptable Request for Credit

Damaged full case merchandise: Product that has been damaged during order selection, loading, unloading and in transit.

Damaged partial case merchandise: Product damaged and noticed at the time of delivery; driver to credit partial items only.

Mispicked merchandise: Item ordered and invoiced, incorrect item received.

Store ordering error: Incorrect item or quantity ordered (except special orders).

Short on delivery: Product that is invoiced but not received (except cigarettes).

Inferior quality: Perishable items that are shipped with less than our stated guarantee.

Smokeless tobacco: U.S. Tobacco items only.

Returnable Condition

Returned merchandise must be in a salable condition or credit will not be issued.

Whenever possible, the case should be unopened. In the event the case has been cut, the original lid must be taped on with clear packaging tape. Caution should be used to prevent damage to the product. Do not mark on the outside of the case.

To prevent loss and damage to repacked items, your driver will verify and seal all red totes with plastic clips. This will ensure that all items remain intact and your store will receive the proper credit.

Approved Return Authorization

Your drivers are instructed not to return product from a previous delivery without an approved pick up document generated in Customer Service. Your driver may issue a credit for the current delivery exception only.

Credit Request Reporting Periods

Mispicked Grocery, GM, Repack, Cigarettes: 48 hours from delivery date

Mispicked Perishable product and Frozen: 24 hours from delivery date

Store Ordering Errors: 2 weeks from delivery date

Short on Delivery: 24 hours from delivery date

Damaged on Delivery: 48 hours from delivery date

Miscellaneous Perishable Returns: 24 hours from delivery date

For deliveries Friday through Sunday, the requests must be made by the following Tuesday at 7:30 a.m.

Short On Delivery

Except for cigarettes, the customer must call the Customer Service Department for credit. The item number, invoice number and date will be required when reporting shortages.

Cigarette Shortages

Cigarettes are to be verified by the driver and store personnel. The carton count should be listed on the delivery receipt. Any discrepancy will be listed by the driver on a credit form. Shortage credits for cigarettes will not be honored at a later time.