



# CREDIT POLICY

Below outlines the Vine Line Produce credit/return policy.

**These policies will allow us to make adjustments with our customers and in turn our shippers more timely and accurately when it comes to questionable product.**

- 01 Once product is received and signed for, the customer has 24-hrs to contact a sales representative with any quality issues or concerns. Once this 24-hr period has passed credit will be issued at the discretion of the sales representative and they will let the customer know if the product is to be returned or discarded at the store level.
- 02 All products that are returned must be free of writing, stickers, labels, or any other alterations or the credit request will be denied.
- 03 Photos of product and/or labels may be requested at the time of the credit request.
- 04 Vine Line does not guarantee shrink or shelf life of a product after it has been received in good condition. Once it goes on the sales floor for retail sales it is the sole property of the purchaser.
- 05 Vine Line drivers can issue return credits at the time of delivery. They may not issue credits for any products from a previous or subsequent delivery. Those must go through the sales representative.
- 06 Any product shorted or misspiced on delivery must be reported to a Vine Line sales representative within 24-hrs of the delivery.

**This policy is in place to insure that we better serve our customers and are clear about our intentions.**