



Customer Returns & Refund Request Policy

At MOCO Food Services, our approach to returns and refunds has remained simple and aimed at unquestionable customer satisfaction. We ask, as part of our cooperative commitment and dedication to improving consumer food safety, that our customers work with MOCO Food Services to comply with the process under this Customer Returns and Refund Request Policy. MOCO Food Services will continue to refund for return of any product not accepted at time of delivery. After delivery, our Return and Refund Policy is limited within certain guidelines.

Our Product Return & Refund Policy Purpose:

- Ensures product consistency and quality
- Reduces product loss
- Speeds processing and ensures accuracy of all requests for refund
- Ensures that products are handled in line with food safety regulations
- Controls product returns so that any unfit product is channelled correctly

When Your Delivery Arrives:

At MOCO Food Services your Delivery Person will gladly assist you with any of the below needs.

- Verifying that the items delivered agree with your invoice
- Issuing a refund request should you choose to return any product
- If a product is short on delivery, an adjustment will be raised on your invoice
- If a product is damaged, an adjustment will be raised on your invoice

Once you are satisfied with your order delivery, your MOCO Food Services Delivery Person will ask you to pay/sign the invoice / POD sign on glass. By signing, your signature denotes that you are satisfied with the delivery, minus any items you have chosen to return.

Our Product Return Policy after Time of Delivery is Limited

An item may be returned after time of delivery only if it meets the following important food safety guidelines. All returns and refund requests must be made within these timeframes:

Fresh Produce & Perishables	Within 24 hours
Fresh Seafood	Within 24 hours**
Non-Stock Order Items	Within 24 hours*
Frozen Items	Within 24 hours
Dry Goods & All Other Items	Within 48 hours

Product Return Suitability

Temperature	Chilled items being returned must be stored at < 5°C and frozen items must be stored appropriately at -18°C or below.
Packaging	Products are returnable for full refund only when they are in a saleable condition which includes unopened original packaging, free of markings or damage, and within 24 hours.



<i>Chemicals</i>	Treat chemical returns with extra attention. A MOCO Food Services Delivery Person must inspect all chemical products for damage and/or leakage before a pickup and return can be processed.
<i>Produce & Perishables</i>	Please inspect all ready-to-eat produce, dairy, fresh meat, seafood and poultry products thoroughly at time of delivery. Due to product integrity and food safety concerns resulting from excessive handling, temperature control fluctuations, and other chain-of-product quality control issues, produce, dairy, fresh meat and poultry products are not returnable after 24hrs from delivery.
<i>*Non-Stock Order Items</i>	Non-stock order items have been purchased especially for you. Because they can't be re-sold, they are not returnable except when damaged or of questionable quality at time of delivery. NOTE: To return non-stock items after delivery due to damage or quality issues, you'll need authorisation after an inspection by a designated MOCO Food Services Representative.
<i>Online Orders</i>	Incorrect product or quantity ordered online at our option will be either exchanged or provide you with a credit on your account and is limited to the value of the purchase price, which you can use in any future purchase from MOCO Food Services within 6 months from the date of issue.
<i>**Fresh Seafood</i>	Fresh Seafood items have been purchased especially for you. To maintain the highest food safety standards, they cannot be re-sold, so are not returnable except when damaged or of questionable quality at time of delivery. NOTE: To return fresh seafood items after delivery due to damage or quality issues, you'll need authorisation after an inspection by a designated MOCO Food Services Representative.

At MOCO Food Services, we're dedicated to providing the finest and safest products available, and the peace of mind and service you expect and depend upon.