

Returning Goods and Claiming Credit

Q: HOW DO I RETURN GOODS FROM THE ORDER BEING DELIVERED TODAY?

A: Check your order together with the Essential driver. If there is a product incorrectly delivered or damaged please send it back with the driver. The driver will record the details on the invoice and the credit will be processed the following day.

Q: HOW DO I RETURN GOODS FROM A PREVIOUS DELIVERY?

A: Contact us by email **within 5 working days of receipt** of the goods you wish to return. You will be issued with a claim number - please make a record of this number (you may find it useful to put a post-it note on the item to be returned, however please don't write the number on the item itself). When you receive your next delivery, our driver will match your claim number to the agreed returns. Once the goods are returned to our Warehouse, the credit will be issued, using the reference claim number. **Our drivers will not take goods back without a claims number.** Please note: we cannot collect goods unless you have placed a main order.

Q: HOW DO I MAKE A CLAIM?

Make a claim by email to this address:

claims@essential-trading.coop

You will need to provide:

1. The invoice number on which the goods were bought.
2. Product code
3. Reason for return / credit claim

There is a sample credit claim form on our website (essential-trading.coop) in the Info/Useful Docs. page which you may find useful.

VALID CLAIMS

For your claim to be valid we ask that:

1. You notify us within 5 working days of receipt of the goods you wish to return.
2. You provide full invoice details and product codes.

CLAIMS WILL BE REFUSED IF:

1. You have had the goods in your possession for more than 5 working days
2. The outer or inner packaging, or goods have been damaged, price-marked, written on or defaced in any way.
3. The goods are not in their original packaging, or unfit for re-sale.
4. The goods are Special Order items obtained solely on your behalf and which are not part of our normal stockholding.

RETURNING CHILLED or FROZEN ITEMS

Due to the relatively short shelf life and special nature of the conditions that chilled and frozen goods need to be kept under, we are unable to offer the same returns criteria for these products. Please check your fridge goods against the invoice with our drivers at point of delivery.

We can only accept fridge returns under the following circumstances:

- We sent you the wrong item (picking error or order input error)
- The goods are delivered out of date.
- The goods were damaged at delivery through no fault of the customer
- The goods spoil within the best before/use by date due to no fault of customer storage or handling. Please seal or otherwise enclose the goods and return, marked for the attention of Quality Control.

MADE A CREDIT CLAIM BUT HAVE NOT BEEN ISSUED A CREDIT OR A CLAIMS NUMBER?

It is the customer's responsibility to ensure that Essential receives all claims. If you have not had a response to your claim within 5 working days, please contact us.

We will not issue claims outside of the terms described above, unless goods were delivered using third party transport.

We do not offer a Sale-or-Return policy. Goods ordered in error may be returned provided they comply with the above criteria, however we reserve the right to charge on returns made on this basis, which will be 20% of the value of the goods (before VAT).

Please enquire with Customer Services if you have any query regarding the above.

Thank-you for your co-operation!