

# Shipping and Returns

## Shipping Policy

*Cofresco Foodservice shipping prices in the US are as follows:*

\*Standard 3-7 day shipping

### **Damaged/Missing/Lost Items - Common Carrier**

If any item or packaging is damaged or missing, or if you have any doubt about possible damage, you **MUST** do the following:

- Note it clearly on the delivery receipt before signing
- Keep your copy of the delivery receipt
- Contact us within 1 business day
- Keep the damaged packing materials for inspection
- Take pictures of the damaged items and packaging

### **Delivery Time**

Our warehouse strives to have orders processed and ready to ship within 3-7 business days. Common carrier deliveries typically range from 1 to 10 business days for delivery, depending on your proximity to the shipping location. Ground shipping can typically take anywhere from 1 to 7 business days. If your delivery time is over a holiday, please add an additional day for delivery. Our warehouses observe the following holidays: Christmas, New Years, Memorial Day, 4th of July, Labor Day, Thanksgiving and the day after Thanksgiving. Shipping companies may observe additional holidays. All standard ground delivery times and common carrier shipments are estimates and are not guaranteed.

## Return Policy

### Returns for Commercial and Residential Customers

All regularly stocked items can be returned within 30 days of receipt, so long as they are unused and in the original packaging. A return credit will be issued to the original payment method upon receipt and inspection of the product(s). Shipping costs incurred will be deducted from the credit. A 20% restocking fee will be deducted from the amount due. Customers are responsible for the cost of return shipping.

## **Destinations**

We primarily ship throughout the U.S. We are unable to ship to PO boxes, APO/FPO boxes or Viabox at this time. If you plan to ship to a carrier terminal or store location such as a FedEx or UPS Store, please be aware that carriers will not accept deliveries from one another. If a shipping carrier deems your address inaccessible for delivery, they will make final delivery at the closest shipping terminal or return the shipment to our warehouse. Contact Customer Service if you have any questions.

## **Methods & Charges**

### Packaging

Packaging that is used during shipment is designed to keep the contents of your order safe from damage or mishandling of products. On occasion a shipment will be received with damage to the packaging. Because the packaging is designed to protect the products that we ship, compensation will not be offered for packaging damage. If the actual items in your shipment are damaged, please contact us right away so we can arrange for compensation or replacement.

To seek a refund or replacement of a product, please contact Cofresco Foodservice, a division of Melitta Consumer Relations for detailed information:

**Tel: 800-257-8388**

**[customerserviceNA@cofresco.com](mailto:customerserviceNA@cofresco.com)**

Receipts must accompany request for refund or replacement.

**Cofresco Foodservice, a division of Melitta USA, Inc. is committed to making our website accessible for all customers, including those with disabilities. We continually work to enhance our webstore experience, however we are not responsible for the accessibility of functionality provided by 3rd party vendors. If you experience difficulty accessing our website content, you may get assistance and share feedback with our Customer Service associates at Tel: 800-257-8388 or [customerserviceNA@cofresco.com](mailto:customerserviceNA@cofresco.com)**