



# Pod Foods Retailer Delivery Claim Policies<sup>1</sup>

All sales are final. Stores are responsible for all items signed for at delivery.

## SUBMITTING A CLAIM

In the event of a delivery issue, the following claims are honored only if Pod Foods is notified within 5 business days of delivery.

To submit a claim, complete our [Claim Form](#) and select the claim type. Our support team will reach out to you within 5 business days with next steps. Please make sure to include invoice numbers as well as SKUs that have been impacted.

## CLAIM POLICIES

All claims are subject to internal review and verification.

**BUYER'S REMORSE:** All sales are final. Returns or refunds due to purchasing remorse will not be issued or accepted. Please refer to your own internal return policy for consumer remorse.

**SHORTAGE:** If an item was shorted from your delivery, submit a shortage claim and we will adjust your invoice. We will normally send out the revised invoice within 5 business days of the claim submission.

**EXPIRATION:** Pod Foods does not refund for items delivered within our guaranteed shelf life expiry minimums, as shown below.

Dry Packaged <b>90 days*</b>
Frozen <b>90 days</b>
Cold & Dry RTD Beverages <b>60 days*</b>
Cold Packaged <b>60 days*</b>
Perishable <b>7 to 21 days**</b>
Dairy <b>15 days</b>

*\*Select few SKUs have lower thresholds \*\*Varies by perishable product*

If short dated inventory is received at delivery, submit an expiration claim including photographic evidence of the expiration date received and include this in your claim form.

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<sup>1</sup> Revised January, 2023



**MISPICKS:** If the wrong product is received at delivery, submit a mispick claim and hold onto the mispicked item. Mispick claims must be accompanied by the UPC number for the item received. Verified mispick claims are resolved with credits and instructions for the mispicked case.

**DAMAGE:** Damage claims must be accompanied by *photographic* evidence of both the damage and the extent of the damage. Verified damage claims are resolved via credits and only to apply to the damaged units/cases clearly conveyed in the provided photographs.

**PRODUCT DEFECT:** Pod Foods will credit for defects such as missing safety seals, no labels, as well as packaging errors. *Photographic* evidence is required at claim submission.

**MISSING POD DIRECT PACKAGE:** Pod Direct packages are shipped directly from the manufacturer and reflect as 'fulfilled' within your dashboard once packages arrive.

Occasionally, packages are delayed or go missing. You may check the tracking status of your Pod Direct order on your dashboard. Submit a missing package claim if you are concerned about a pending Pod Direct order. If we determine that your Pod Direct order was lost or missing we will issue a credit memo for this item once the brand confirms it wasn't shipped. If a package is delivered to the wrong address but was addressed properly you would need to submit a claim with the package carrier and not Pod Foods.

## ORDER INQUIRIES

If you do not receive an item on an order placed and it was not on the invoice, please submit a new order.

If you are curious on the status of an order, please refer to your dashboard or submit an inquiry via [support@podfoods.co](mailto:support@podfoods.co)

For questions regarding claims please contact: [claims@podfoods.co](mailto:claims@podfoods.co)

**To submit a claim go to [podfoods.co/claim](https://podfoods.co/claim)**