



Return/Credit Policy

CPW will continue to return for credit any product not accepted at the time of delivery (with the exception of Special Orders and Pre-book Orders). After delivery, our credit and return policy is limited within certain guidelines, and restocking charges may apply.

At Delivery:

- Your Delivery Associate will gladly help you verify that the items delivered agree with your invoice.
- **All Cigarettes, Tobacco, Full Case, and Refrigerated/Frozen items must be counted with the CPW driver present. We will not be responsible for shortages on these items once the driver leaves the store.**
- Drivers may only write Credit Requests for the **current** delivery. All other requests must be reported to your Sales Associate or Customer Service. Once reported, a Credit Request Form will be filled out. If a pick up has been requested; your driver will pick it up on your next delivery date.
- You can choose to return any delivered item for credit at the time of delivery (with the exception to Special Orders, and Pre-Book Orders).
- If a delivered item has visible damage, the driver may issue a request for credit and pick up the item for return. Any concealed damage (exceptions include refrigerated and frozen) noticed after delivery, must be reported to our Customer Service Department within 24 hours.
- All other discrepancies with your invoice must be reported to Customer Service within 24 hours of delivery.
- Once you have verified your order (less any items you return), please sign the manifest legibly indicating you are satisfied with your delivery.

After Delivery/Customer Credits:

- All returns must be called in to Customer Service or your Sales Representative. Drivers **will not** pickup product without a pickup slip.
- Call 1-800-960-1106 and ask for Customer Service.
- When calling Customer Service please be prepared to provide the following information:
 1. Customer number
 2. Invoice number
 3. Store name
 4. Name of person calling
 5. Item number
- You will receive a white and pink copy of the credit memo to sign at the time the merchandise is picked up for return. Keep the white copy as your receipt that the merchandise was picked up and that credit is to follow. The driver will keep and return the pink copy.
- Credit will be posted to your account within seven business days from the receipt of the returned goods to our warehouse.
- **Cigarette Returns: CPW will follow the manufacturers return policies. They are as follows.....**
- **Philip Morris:** No returns from Retail to Wholesale. This includes outdated, store damage, etc.

- **R.J. Reynolds:** No returns from Retail to Wholesale. This includes outdated, store damage, etc.
- **Lorillard:** No returns unless authorized and labeled by a Lorillard representative.
- **Liggett:** No returns unless authorized and labeled by a Liggett representative.
- **Commonwealth:** No returns unless authorized and labeled by a Commonwealth representative.
- **King Maker:** (Checkers, Gold Crest) All returns are accepted on these products.
- **Carolina Tobacco:** (Roger) No returns from Retail to Wholesale. This includes outdated, store damage, etc.
- **Philips and King:**
 1. There will be no returns after six months.
 2. Must receive approval and a Return Authorization from your Sales Representative.
 3. Repack the FULL cartons in the ORIGINAL case with a copy of the original invoice.
 4. A 20% un-saleable/destroy fee will be deducted from credit issued to the customer.
- **Tobacco Returns:** Most tobacco is guaranteed, however some exceptions do apply.
 - **Premium Cigars** – No returns from Retail to Wholesale. This includes outdated, store damage, etc.

USST – Returns will be handled by manufacturer rep. Credit will be given by Churchpoint once approved by USST.

Altadis, Conwood, Swedish Match, and Swisher International – Allow returns, but prefer to handle them at the retail level. Please have your Tobacco Representative inspect all outdated merchandise for return to CPW.

- **Candy/Snacks:** Guaranteed by the manufacture for freshness. CPW follows the manufactures return polices.
 - **Seasonal candy (i.e., Valentine, Easter, Halloween, or Christmas) is not guaranteed under any circumstances. No returns.**
 - **Nestle** - Damaged upon delivery only.
 - **Moon Pies** - Damaged upon delivery only.
 - **Snyder's** - Damaged upon delivery only.
 - **Nabisco** – Cookies and crackers only.
 - **Planters** – Returns accepted.
 - **David** – Returns accepted.
 - **Andy Capps** – Returns accepted.

- **Slim Jim/Pemmican** – Returns accepted.

- **Jack Links** - Returns accepted.

- **Hershey** - Returns accepted.

- **Wrigley** - Returns accepted.

- **Adams** - Returns accepted.

- **Automotive Products:** No returns unless damaged upon delivery.

- **Private Label:** No returns unless damaged upon delivery

- **Fresh Meat** - all fresh meat must have pickup requests issued within 48 hours of their being delivered (date of shipping labels). All products returned must be in its original container, not re-boxed or wrapped in foil or cellophane.

- **Frozen Seafood** - 48 hours - all frozen seafood must have pick up requests issued within 48 hours of their being delivered. (Date of shipping labels). All products returned must be in its original container, not re-boxed or wrapped in foil or cellophane.

- **Fresh Seafood** - Unfortunately, fresh fish cannot be picked up. It is the customer's responsibility to inspect it and either accept it or refuse it at the time of delivery.

- **Fresh Poultry** - all fresh poultry must have pickup requests issued within 24 hours of their being delivered (date of shipping labels).

- **Fresh Dairy & Juice Products** - All customers need to check the code dates on fluid milk and juices at time of delivery. It is our policy to ship milk items with a code date of at least 7 days or better. Any product needing picked up must be called in within 24 hours of their being delivered (date of shipping labels).
- **Fresh Produce** - All produce should be inspected at time of delivery. All produce is checked daily in our warehouse for condition and quality. Any customer requesting a pickup must have it called in within 24 hours of delivery.
- **Frozen** - The same conditions as perishable items, with the exception of a twenty-one day return time frame.
- **Dry Goods** - The same conditions as perishable items, with the exception of a thirty day return time frame.
 - If a can is punctured and leaking, we must have the can label, and the can codes, stamped on the end of the can before we can issue a credit.
 - Pick ups on damaged or dented cans must be done within twenty-one days of delivery.
- **Chemicals** - Due to Federal Regulations, all chemical returns must be in their original case - 30 days.
- Drop Shipments made directly to you from our suppliers are guaranteed provided you contact your CPW Representative about any unacceptable items within 24 hours after delivery.

Packaging:

- Products are returnable for credit only when they are in the original package free of markings or damage.

Special Order Items:

- Special order items have been purchased especially for you. Since they cannot be resold, they are not returnable except when damaged at time of delivery.
- To return Special items after delivery, due to hidden damage or quality concerns, you will need authorization after inspection by a CPW sales associate.

- Special Order Drop Ship items that are returned are subject to a 15% restocking fee if the customer has wrongly ordered. These pickups must be approved by a CPW buyer. See your CPW Sales Representative for help.

Damages:

- Product damaged during **delivery** can be returned for full credit.
- In-store damages are not returnable.
- If a delivered item has visible damage, the driver may issue a request for credit and pick up the item for return. Any concealed damage (exceptions include refrigerated and frozen) noticed after delivery, must be reported to our Customer Service Department within 24 hours.

Manufacture Defect:

- Manufacture defects may be returned, and a full credit will be issued.
- All cases must be reported to your Sales Representative or Customer Service.