

THE J.M. SMUCKER COMPANY



THE J.M. SMUCKER Co

## RETURN POLICY



<b>Customer Logistics</b>	Revision Number:	1 – September 2020
	Effective Date:	December 1, 2017

### Policy Statement

It is policy of The J. M. Smucker Company (Smucker) that all products returned to Smucker must have prior approval and documentation before the returned product arrives at a Smucker Distribution Center.

Smucker will provide immediate authorization for physical returns or disposition due to an error on the part of Smucker – this includes: 1) shipping errors or overages 2) product in unsaleable condition (damaged or expired) as further described in the enforcement section below.

- All physically returned product must meet Smucker date code requirements.

Smucker Dry Facilities are Shipper Load, Shipper Count (SLSC).

Smucker Temperature Controlled Facilities are Shipper Load, Carrier Count (SLCC). Customer carriers are allowed on dock to count and sign BOL accordingly.

## Enforcement

- **Customer Pick Up Orders**

- If a customer desires to return product due to 'Overage' or 'Received Damage', the following must occur:
  - Customer must notify Smucker within 2 business days after receipt.
    - Product held at the customer location for longer than 2 business days shall not be returned unless additional authorization is provided by Smucker.
  - The customer must fax or email the signed BOL, which serves as the Proof of Delivery (POD), within 2 business days to their Smucker Order Fulfillment Specialist (OFS) or Deduction Resolution Specialist (DRS).
  - The POD must include the following:
    - Type of claim (Over, Short, or Damage)
    - Date of Incident
    - Name and Signature of Unloader
    - Item Number(s) and Description
    - Quantity Received
    - Seal Intact (Y/N)
    - Seal Number
  - For Damaged product, pictures must be sent to the Smucker OFS or DRS and must clearly indicate that damage was caused due to loading. Smucker requires pictures be taken while product is both on and off the trailer.
  - For Over and Kept product, Smucker should be contacted and provided the signed POD so that a supplemental invoice can be processed.
- If a customer is 'Shorted' product, the following must occur:
  - Customer must notify Smucker within 2 business days after receipt.
  - The customer must fax or email the signed BOL, which serves as the Proof of Delivery (POD), within 2 business days to their Smucker Order Fulfillment Specialist (OFS) or Deduction Resolution Specialist (DRS).
  - The POD must include the following:
    - Type of claim (Over, Short, or Damage)
    - Date of Incident
    - Name and Signature of Unloader
    - Item Number(s) and Description
    - Quantity Received
    - Seal Intact (Y/N)
    - Seal Number

- **Smucker Delivered LIVE Unloads**

- Physical Refusal:
  - The customer must notify the carrier at time of unload of product being refused and the reason for refusal.
  - Carrier will then notify the Smucker Distribution Center of the refusal and obtain a Return Authorization prior to transporting the product back to Smucker.

- Temperature Controlled product – It is recommended that temperature-controlled product be inspected and refused immediately, if still in the carrier’s possession, as it cannot be returned to Smucker otherwise.
      - For safety reasons, the carrier must provide documentation ensuring that the product was maintained at the appropriate temperature. If documentation for temperature storage does not exist or does not provide assurance that the appropriate temperature was maintained, the product will be the carrier’s responsibility.
      - Customer will destroy this product per Smucker instructions.
    - If a customer desires to return product due to ‘Overage’, the following must occur:
      - Customer is to notify Smucker within 2 business days after receipt.
      - The customer must fax or email the POD, within 2 business days to their Smucker Order Fulfillment Specialist (OFS) or Deduction Resolution Specialist (DRS).
      - The POD must include the following:
        - Type of claim (Over, Short, or Damage)
        - Date of Incident
        - Name and Signature of Unloader
        - Item Number(s) and Description
        - Quantity Received
        - Seal Intact (Y/N)
        - Seal Number
      - For Over and Kept product, Smucker should be contacted and provided the signed POD so that a supplemental invoice can be processed.
    - If a customer is ‘Shorted’ product or ‘Received Damaged’ product, the following must occur:
      - The customer must provide signed POD to the carrier that includes the following:
        - Type of claim (Over, Short, or Damage)
        - Date of Incident
        - Name and Signature of Unloader
        - Item Number(s) and Description
        - Quantity Received
        - Seal Intact (Y/N)
        - Seal Number
      - For Damaged product, pictures must be sent to the Smucker OFS or DRS and must clearly indicate that damage was caused due to loading. Smucker requires pictures be taken while product is both on and off the trailer.
    - If customer is unable to review product at time of LIVE unload, customer must sign POD Subject to Count (STC) and provide supplemental receiving documentation noting the shortage/damage/overage claim.
  - Smucker Delivered Drop Trailers
    - If a customer desires to return product due to Overage, the following must occur:
      - Customer is to notify Smucker within 2 business days after receipt, but no longer than 5 business days after drop.
        - Product held at the customer location for longer than 2 business days may not be returned or may require additional authorization.

- The customer must fax or email the POD, within 2 business days, but no longer than 5 business days after drop to their Smucker Order Fulfillment Specialist (OFS) or Deduction Resolution Specialist (DRS).
  - Customer must sign POD Subject to Count (STC) and provide supplemental receiving documentation upon review noting the overage claim, which must include the following:
    - Type of claim (Over, Short, or Damage)
    - Date of Incident
    - Name and Signature of Unloader
    - Item Number(s) and Description
    - Quantity Received
    - Seal Intact (Y/N)
    - Seal Number
  - For Over and Kept product, Smucker should be contacted and provided the signed POD so that a supplemental invoice can be processed.
- If a customer is 'Shorted' product or 'Received Damaged' product, the following must occur:
  - Customer is to notify Smucker within 2 business days after receipt, but no longer than 5 business days after drop.
    - Product held at the customer location for longer than 2 business days may not be returned or may require additional authorization.
  - The customer must fax or email the POD, within 2 business days, but no longer than 5 business days after drop to their Smucker CSR.
  - Customer must sign POD Subject to Count (STC) and provide supplemental receiving documentation upon review noting the shortage/damage claim, which must include the following:
    - Type of claim (Over, Short, or Damage)
    - Date of Incident
    - Name and Signature of Unloader
    - Item Number(s) and Description
    - Quantity Received
    - Seal Intact (Y/N)
    - Seal Number
  - For Damaged product, pictures must be sent to the Smucker OFS or DRS and must clearly indicate that damage was caused due to loading. Smucker requires pictures be taken while product is both on and off the trailer.
- Product Currently in Customer's Distribution Center (Previously Received Product)
  - If a customer desires to return product, the following must occur:
    - In situations where customers want to return product physically located within their warehouse, the product to be returned must meet Smucker date code requirements.
    - The following must be provided to Smucker Order Fulfillment Specialist (OFS)/Smucker Sales Rep prior to processing a return:
      - Lot Codes
      - Original PO number that the product was received on

- Quantity to return
- Contact information to arrange pick up
- Customer must contact their Smucker Order Fulfillment Specialist (OFS) or Smucker Sales Rep. The Smucker Order Fulfillment Specialist (OFS) will work to obtain the appropriate approvals prior to approving the return, but returns are made at Smucker's discretion.

## Return Authorization Process

A Return Authorization must be generated for all return requests.

- The Smucker Order Fulfillment Specialist (OFS), Deduction Resolution Specialist (DRS) or Smucker Warehouse Contact will complete the Return Authorization. The Return Authorization (RA) number will be used through the return process and should be referenced on all documents pertaining to the return.
- Customers shall not arrange for transportation of returned items; transportation must be coordinated through Smucker.

## Other Policy Details

- Notwithstanding the return authorization descriptions above, Smucker will not accept returns in the following situations:
  - Smucker will not accept returns for product that does not have adequate remaining shelf life as a result of a customer's failure to properly manage inventory in their distribution channel.
  - Physical returns are not permitted on Temperature Controlled Items and Pet Items with the packaging type listed below as we cannot guarantee the integrity of storage/temperature control once the product has left the Smucker supply chain.
    - Corrugate Primary Packaging (Big Red Box)
    - Carton with front window display
    - Cereal Carton / Fiber Board w/o Shift Proof Seal
    - Poly Woven (sewn end)
    - Plastic PPE Lined Bags (perforations)
    - Display Ready Units (DRU)
    - Plastic Chubs
    - Cartons / Fiber Board w/shift-proof seal
    - Multi-wall bags
- Any expenses incurred by Smucker due to customer's failure to follow this policy will be the responsibility of the customer. Customer shall reimburse Smucker immediately upon Smucker providing notice and documentation of the expense(s).
- Customer will destroy product only after authorization is provided by Smucker.
  - Upon destruction, documentation of Proof of Destruction by means of email is required when the product value exceeds \$5,000.
    - Proof of Destruction is preferred for claims less than \$5,000 but is not required.