

PRODUCT COMPLAINTS PROCEDURE



This document sets out our agreed procedure in instances of customer product complaints. This should be used in conjunction with our returns procedure as all product under complaint will need to be returned for investigation before any further action can be taken.

1. In the unlikely event that you have a complaint about one of our products, in the first instance please follow our returns procedure, but ensure you state in your email to us that the goods being returned are due to customer complaint.
2. In line with our returns procedure we will arrange to have the goods in question collected and returned to our site.
3. Once the goods have been receipted into our warehouse, a member of our quality department will investigate the goods in line with our complaint. If necessary they will carry out further tests including lab tests in order to determine the reason for the complaint.
4. Once our QA team have made their initial inspection they will contact you to let you know who will be looking dealing with your complaint and give you an indication on the time frame for closing the complaint. You should expect to receive this initial email within 2 working days of your goods arriving back into our warehouse.
5. If you don't hear from us within 5 working days, please contact your account manager to escalate the matter.
6. Once our QA team have concluded their investigation, we will write to you formally, to detail our findings and explain our suspected reasons. In this letter we will advise if we accept liability for the issue and if we have raised a credit against the goods returned.

Please note: Nantwich Cheese Company Ltd. only issue Credits against returned product at our sole discretion, we do not accept customer debit notes for any reason, decisions regarding credits lie with our QA Team and Accounts Manager. We also don't accept customer admin fees imposed on us in relation to returned goods UNLESS agreed in writing with your account manager prior to start of supply. It is our standard policy not to pay out any admin fees charged by customers unless this has been agreed with your account manager and will only be agreed in exceptional circumstances.