

## **Credit Claim Policy**

Infinity is a business to business (B2B) wholesaler. For non-trade customers (consumers), consumer rights legislation applies. For trade customers, the following policy applies:

For all branded goods - a written claim must be made within 7 days of delivery. Claims can be made by submitting an email to: [orders@infinity.coop](mailto:orders@infinity.coop). The email must contain your Infinity account number, the invoice number, the item code and the reason for the claim.

If you receive your orders via an Infinity delivery vehicle, please give the product to the driver on your next delivery, if asked to do so.

If your orders are delivered via a third party courier, our QC team will let you know what to do with the product. Infinity will not accept returned goods that have been damaged or defaced in any way, unless the customer has been given instruction to do so.

For bulk products - a written claim must be made within 28 days of delivery.

Please submit the same details outlined above for branded goods.

### **Policy details**

Infinity Foods reserves the right to reject any claim made outside the allotted time period. Verbal notification is appreciated as soon as possible, but written application must be made within the stated time period.

For damaged goods received via a third party courier, damage should be noted upon delivery and photographic evidence obtained.

For further information, please phone us on 01273 456376 or email us at : [orders@infinity.coop](mailto:orders@infinity.coop).