

DAMAGED GOODS POLICY

- I. Pacific Edge Wine & Spirits is committed to providing our customers with the highest quality product attainable at a reasonable price. Although every possible effort is made to see that this product is received by our customers in a totally saleable condition, exceptions may occur. These exceptions may be corrected by exchanging the product under certain circumstances. This exchange policy applies to all Pacific Edge manufactured distilled products and certain supplier distilled products. This policy does not apply to any wine products. Wine is not to be returned for any reason or under any circumstance, unless the affected winery or supplier has been contacted and has approved the exchange of the product and agrees to a 100% billback.
- II. Salespeople should write up qualifying items on a “Unsaleable Form” and submit the form and the product to the warehouse, with the product
- III. Returnable Items:
 - A. Product with missing label.
 - B. Short filled product, cap may be loose (possible cause for evaporation) however, cap seal must be intact.
 - C. Cracked caps, cap seal must be intact.
 - D. Product must be of current production, not more than one year old.
 - E. Broken bottles only if qualified as hidden damage. Hidden damage is defined as breakage having occurred during packaging, warehousing or transportation. The bottle, while sealed in the cardboard box is broken and the liquid contents evaporate. The retailer, while stocking the product, then discovers this condition. In order to exchange this product, it must be returned in the original cardboard box, including all the broken glass, etc.
 - F. Claims of bottles shorted in a case should be called to warehouse management. Cases will be considered individually and will require the return of the shipping box, including the lid.
 - G. Because no broken bottles may be returned unless they qualify as hidden damage all retailers should refuse to accept any product that is not in a completely saleable condition.