

## **KB FOOD FOODSERVICE CUSTOMER COMPLAINTS PROCESS**

As part of our commitment to being the most trusted Food Service partner for our customers, KB Food has numerous processes in place to assure a high quality product that meets or surpasses our customer's expectations.

We recognise however that in spite of our rigorous quality control methods, that complaints may occur and are committed to their resolution.

### **All complaints**

In order to assist our Quality Assurance team to consider and investigate all types of complaint, we require the following information to be provided at the point of a complaint being raised regardless of the complaint type:

- The dates that you received the product you are raising a complaint regarding and the relevant sales order number
- The quantity of product affected by the complaint
- Whether your complaint relates to:
  - Incomplete supply of ordered product
  - Composition or quality of product
  - Deteriorated product
  - Damaged product
  - Foreign matter in food

We also require the additional to be provided/requirements noted depending upon the complaint type:

### **Complaints regarding incomplete supply of ordered product**

Where a product ordered is not available to fulfil a customer order in full, we will send a partial supply or a substitute of product if available. An invoice will be raised only for the goods delivered.

Where you have been invoiced for goods that you have not received, notification of incomplete supply must be received within 24 hours of delivery or return in writing. No claim for shortages, missed deliveries or missed returns will be recognised unless notified in writing to the Company by the Applicant within 24 hours of delivery or return.

Where stock is available to fulfil your order, we will arrange for replacement goods to be provided with your next scheduled delivery. This will however require your confirmation that this is required.

### **Composition or quality of product**

At the time of raising a complaint for composition or quality, in addition to receiving the standard information required for all complaints, we require

- a photograph demonstrating the subject of the complaint
- we require unused product to be returned, for checking by the KB Food Quality Assurance team and will agree arrangements to do this. The only variation to this will where it is impractical for us to do so, and confirmed by KB Food in writing at the time of the complaint
- prior to return, we require that the customer maintains the integrity of the product by maintaining at the appropriate temperature i.e. refrigeration of fresh goods/freezing for frozen products

Complaints for composition or quality are to be received within 24 hours of delivery or return in writing. No claims for composition or quality will be recognized if the process has not been followed.

Where stock is available to fulfil your order, we will arrange for replacement goods to be provided with your next scheduled delivery. This will however require your confirmation that this is required.

### **Deteriorated product**

Product provided by KB Food is supplied with sufficient shelf life appropriate to the product type, and will display an appropriate use by date on the product packaging.

At the time of raising a complaint for deteriorated product, in addition to receiving the standard information required for all complaints, we require:

- a photograph demonstrating the subject of the complaint
- we require unused product to be returned, for checking by the KB Food Quality Assurance team and will agree arrangements to do this. The only variation to this will where it is impractical for us to do so, and confirmed by KB Food in writing at the time of the complaint
- prior to return, we require that the customer maintains the integrity of the product by maintaining at the appropriate temperature i.e. refrigeration of fresh goods/freezing for frozen products

Complaints for product deterioration are to be received within 48 hours of delivery or return in writing. No claims for product deterioration will be recognized if the process has not been followed.

Where stock is available to fulfil your order, we will arrange for replacement goods to be provided with your next scheduled delivery. This will however require your confirmation that this is required.

The only variation to this process will be where a special deal has been negotiated to take account of a reduced shelf life. In this instance, such complaints need to be received within 24 hours of delivery or return in writing. All other aspects of the complaints process regarding deteriorated product must however be followed.

### **Damaged product**

At the time of raising a complaint for damaged product, in addition to receiving the standard information required for all complaints, we require:

- a photograph demonstrating the subject of the complaint
- we require unused product to be returned, for checking by the KB Food Quality Assurance team and will agree arrangements to do this. The only variation to this will where it is impractical for us to do so, and confirmed by KB Food in writing at the time of the complaint
- prior to return, we require that the customer maintains the integrity of the product by maintaining at the appropriate temperature i.e. refrigeration of fresh goods/freezing for frozen products

Complaints for damaged product are to be received within 24 hours of delivery or return in writing. No claims for product damage will be recognized if the process has not been followed.

Where stock is available to fulfil your order, we will arrange for replacement goods to be provided with your next scheduled delivery. This will however require your confirmation that this is required.

The only variation to this process will be where a special deal has been negotiated to take account of a damaged product/product packaging. In this instance, no complaints for damaged goods will be accepted for items where a customer was informed of the fact of damage at the time of sale.

**Foreign matter in food**

At the time of raising a complaint for the presence of any foreign matter in food, in addition to receiving the standard information required for all complaints, we require:

- a photograph demonstrating the subject of the complaint – this needs to show clearly the goods in the state they were when the object was located *and* the foreign object
- we require that the foreign object is provided to us and will agree arrangements to assure this
- we require details of how the object was located, a summary of any additional handling (i.e. cooking/preparation) that the product had undergone and how the foreign object had been located and by whom
- we require unused product to be returned, for checking by the KB Food Quality Assurance team and will agree arrangements to do this. The only variation to this will where it is impractical for us to do so, and confirmed by KB Food in writing at the time of the complaint
- prior to return, we require that the customer maintains the integrity of the product by maintaining at the appropriate temperature i.e. refrigeration of fresh goods/freezing for frozen products

Complaints for foreign matter are to be received immediately, as is appropriate to the nature of the complaint

**Terms of trading**

Acceptance of returned product, nor supply of replacement product does not substantiate agreement of the complaint. Where the complaint is investigated and agreed by KB's Quality Assurance department, credits raised will be limited to the value and quantity of product returned or made available for return in accordance with the process outlined.

Where there is variation between this process and KB Food's terms of trading, KB Food's terms of trading prevail. A copy of these terms is available on request.

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