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**Product Returns Policy**Any issues with products after the day of delivery must be raised and returns authorised with your Stephens Fresh Foods Account Manager.

**All discrepancies must to notified within 24hours**  
 **Stephens delivery drivers are not permitted to collect product without a pre-arranged and agreed collection note. It is essential that the product is kept in its original packaging and undamaged and with original batch labels and dates. If the product has been opened, we assume that the delivery was previously accepted and a collection and credit will not be accepted.**If, in the unlikely event the incorrect product has been supplied or if we have over or under supplied, the driver is authorised to return on the day and upon its return and inspection a credit will be processed.   
  
We thank you for your support and understanding as it is imperative that procedures are maintained in accordance with our BRC A grade certification and FSA approval.