



Product Returns Policy

We would like to take this opportunity to update our customers with regards to our 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 be notified to us within 48 hours.

Stephens delivery drivers are no longer 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 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 AA grade certification and FSA approval.

