

## FRM 001\_REFUND POLICY

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© **YUM-SING SATAY SAUCE**  
Manufactured by Yum Sing Restaurant  
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# REFUND POLICY

## Retail Guarantee and Refund Policy for Retail Customer Returns.

**Yum-Sing and EKS Food Services Broker** provide a 30-Day 100% unconditional 'money-back' Guarantee on Satay Sauce Products if a retail customer is dissatisfied with the product and complies with the following conditions.

The retail customer may return the unopened product within 30 days of purchase, for either a replacement or a full refund of the purchase price.

Returns will be issued in like-kind payment and may take up to 30 days to process. Yum-Sing and EKS Foods will replace the returned product providing the following steps and conditions are met:

The unused portion of the product in its original container is returned at the customer's expense for shipping and handling.

Any return must be accompanied by a dated signed statement from the retail customer identifying the reason for the return together with the copy of the original retail sales invoice receipt as proof of payment, and the name and address and telephone number of the customer.

Proper shipping carton(s) and packaging materials are to be used in packaging and returning of the Yum-Sing Satay Sauce product(s) which are being returned for replacement.

The company will not refund any retail customer returns, and no replacement of Yum-Sing Satay Sauce product will be made if the conditions of these rules are not met.

## Quality Control-Defective Product

The company will replace any Yum-Sing Satay Sauce product that is found to be defective.

Any product returned and deemed to be defective due to incorrect customer storage conditions will void any claim by the customer.

Call the Customer Service Department for a Return/exchange authorisation on 1300118686, or contact the Distributor from EKS Foods from whom you made the purchase, and organise an exchange.

In order to assure that replacement of the product will be issued; strict compliance to the following procedures is required:

- I A written replacement request must be submitted to the distributor where the product was purchased stating the reason for the request and accompanied by proof of payment invoice.
- II Any Yum-Sing Satay Sauce Product returned to the Distributor, by the Purchaser, without prior authorisation, will not be returned to same, and a refund or exchange will not apply.

Upon receipt and verification of the product, the company will issue a replacement product through their Distributor as appropriate, or offer a cash refund through the Distributor from whom the product was purchased.

Once a cash refund has been authorised we will send out an authorisation receipt for the customer to present to their distributor for a cash refund or replacement.

**The company's decision is final.**

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