

	Subject: North American Product Return Policy Owner: Supervisor, GLC Supply Chain	Effective Date: May 1, 2025 Supersedes Policy Dated: January 19, 2021
	Type: Complete Revision () Partial Revision (x) New ()	Approved By: Director, U.S. Supply Chain

North American Product Return Policy

Gordon Food Service will occasionally need to return product to the supplier. The reasons for a return include, but are not limited to:

- Product recall or withdrawal
- Product that does not meet Gordon Food Service standards, when the per item case quantity is **5 cases or greater** or the value is **\$250.00 or greater**
- Product received with less than the required remaining shelf life
- Products that are no longer meeting minimum sales thresholds

The Supply Chain representative responsible for the product at each division will alert the appropriate vendor or broker of items, quantities, locations, and reason for the requested return. **It will be the vendor's responsibility to arrange for the product to be removed from Gordon Food Service within ten (10) business days.** Gordon Food Service will recoup the original cost of product including freight, and in addition reserves the right to recoup the cost of other administrative and disposal expenses incurred.

	US Return to Vendor	Canada Return to Vendor
RTV Inquiry	logistics_reverse@gfs.com	Contact Divisional Logistics Analyst (Buyer)
RTV Deduction Dispute Deductions will begin with VUS, VCA, or VUN	supplier.gfs.com	supplier.gfs.com

RTV Deduction Disputes can be filed through Deduction Management in Gordon Supplier Plus. If disputing a Return, please reference the invoice and PO and include any photos in the request.