

CUSTOMER MEMORANDUM

To: All HLA Valued Customers.

Date: May 13, 2020

From: HLA

Re: RETURNS

ATTENTION:

HLA will resume accepting returns. To ensure the safety of our valued customers, Drivers, Warehouse and Sales personnel, the following guidelines must be adhered to moving forward.

Effective Date: Monday May 18, 2020

- Customer(s) are responsible for itemizing their own returns on an HLA Returns Form ONLY. FORM provided by HLA driver. Returned product is subject to count and inspection.
- Customer(s) are to properly sort products by category and box all expired items prior to pick up. For the safety reasons- **NO GARBAGE BAGS/ PLASTIC BAGS/ PLASTIC CRATES WILL BE ACCEPTED.**
- Please have your returns ready for pick up in a safe and easily accessible area for the HLA Driver.
- Non-expired products will NOT be accepted. Unless product/box is unopened and in re-salable condition. And not subject to any other guidelines.
- Check your invoices and/or shelf tags for Non-Returnable "NR" product indicators. Non- Returnable product will not be returned to customers.
- *In order to process all returns in a timely fashion. All exceptionally large product returns are to be called in to HLA @ 631-962-2400 for approval. Large returns will not be collected without authorization from HLA. Description – 50 or more pieces. (One Box containing 60 pieces is the same as 10 boxes with 6 pieces in each box.) Pictures may be requested.
- A delay in processing returns will occur to disinfect all boxes prior to count and credit.
- Actual credits posted to a customer's account may incur additional delays based on staffing and volume of returns.
- All eligible returns will be credited.
- All returns are subject to inspection and order history.

Failure to adhere to the above guidelines may result in additional charges and/or no credit.