

**The Maine Meal, LLC**  
4 Madison Ave  
Skowhegan, ME 04976  
207-779-4185  
themainemeal@gmail.com  
www.themainemeal.com



## **Replacement and Refund Policy – updated 11.6.17**

**Returns - It's temperature sensitive food, no need to return it. For your safety, DO NOT EAT FOOD THAT IS UNSAFE.**

**Replacement Product or Refund - you decide!**

**Yup, it happens and it's okay! We want satisfied customers, so please inspect your products immediately and notify us promptly of any product damages or discrepancies.**

**We are happy to replace your product or refund your order if needed, just give us a ring!**

**Please NOTE – You can leave the labels on the boil-in-bag items when cooking! If the label has torn off but the product is still at a safe temperature and the vacuum seal is still good... you are good to go!**

Here are some food safety guidelines to help you decide what is unsafe to eat.

### **FROZEN PRODUCT:**

All of our boil-in-bag entrees, soups, sides ravioli and popsicles (exception: fresh pasta) are sent to you frozen. If the products are temping below 40 degrees, it is safe to refreeze or cook the products. If the products are temping above 40 degrees, discard them. DO NOT EAT unsafe food.

### **FRESH PASTA:**

Our fresh pasta must be kept in the refrigerator or freezer. If it is temping above 40 degrees when it arrives, please discard the product. DO NOT EAT unsafe food.

### **Delivery Day:**

- **SHIPPING:** Your boxes will be delivered regardless of whether you are home or not. We suggest using the track your order option, so you are in the know.
- If the delivery service does not deliver on the day it is due to delivery, please contact us.
  - Have your tracking information ready

*Thank you for shopping local!*

*We appreciate your business and will do what it takes to right our wrongs!*