



OFFICIAL CREDIT & RETURN POLICY

Dear Customer,

San Giuseppe Salami Co. is a family-owned and operated business, and is dedicated to providing you with authentic and high quality products. As part of our ongoing commitment to continuously improve our operations, we ask that any issues or concerns you may encounter with your order are reported within **24 hours of delivery**. Your feedback is essential to ensure prompt resolution and allows our team to take appropriate actions, such as providing credits or facilitating returns if necessary.

If you encounter any issues with the quality of our products, please do not hesitate to contact us. Our dedicated customer support team is available to assist you in finding a satisfactory solution. In the event that a product does not meet your expectations, we would like to assure you that we are more than willing to issue a credit to your account. Your satisfaction is of utmost importance to us, and we want to ensure that you have a positive experience with our brand. To receive a credit, we only ask that you return the product to us.

If a customer must return product due to a quality concern, please adhere to the following process:

- Notify your sales representative as soon as possible.
- San Giuseppe Salami Co. should be made aware of any issues **within 24 hours** of issue arising.
- Sales Representative may arrange the product to be picked up and brought back to the distribution warehouse in the original package **OR** the customer may ship product direct to San Giuseppe Salami Co. in the original packaging to be replaced.
- If product is returned to San Giuseppe Salami Co. via the distributor, credit will be issued to the distributor upon arrival of product.
- If product is returned to San Giuseppe Salami Co. direct from customer, San Giuseppe Salami Co. will replace the product free of charge.

In the event that a shipment is returned or denied upon delivery, there may be associated costs; **costs may include the shipping charges incurred for the initial shipping as well as any damages to product**. We understand that situations may arise where a shipment needs to be returned or denied. However, it is crucial to note that these charges are necessary to cover the expenses involved in processing.

If you have any further questions or require assistance regarding the return process, please do not hesitate to reach out to us. Our general email inbox and best point of contact when issues arise is orders@sgsalami.com. You may also reach us over the phone during normal business hours at (336) 586-7003.

Grazie,

Giacomo Santomauro

Owner, San Giuseppe Salami Co.