

Distributor of Fine Wines, Spirits & Beer  
12103 Interstate 30, Little Rock, AR 72209  
(501) 771-9777  
www.Nsdwine.com



NATURAL STATE  
DISTRIBUTING

## DAMAGED GOODS POLICY

- I. Natural State Distributing is committed to providing our customers with the highest quality product attainable at a reasonable price. Although every possible effort is made to see that this product is received by our customers in a totally saleable condition, exceptions may occur. These exceptions may be corrected by exchanging the product under certain circumstances. This exchange policy applies to all Natural State Distributing manufactured products and supplier products. Wine is not to be returned for any reason or under any circumstance, unless the affected winery or supplier has been contacted and has approved the exchange of the product and agrees to a 100% bill back.
- II. Salespeople should write up qualifying items on a “Damaged Goods Return Form” and submit the form and the product to the warehouse. Salespeople should allow at least one week for their request to be processed. The final decision on exchanging any damaged product rests with Jenny Ross.
- III. Returnable Items:
  - A. Product with missing label.
  - B. Short filled product, cap maybe loose (possible cause for evaporation) however, cap seal must be intact.
  - C. Cracked caps, cap seal must be intact.
  - F. Claims of bottles shorted in a case should be called to warehouse management. Cases will be considered individually and will require the return of the case in its original box.
  - G. Because no broken bottles may be returned unless they qualify as hidden damage all retailers should refuse to accept any product that is not in a completely saleable condition.
  - D. Product must be of current production, not more than one year old.
  - E. Broken bottles only if qualified as hidden damage. Hidden damage is defined as breakage having occurred during packaging, warehousing or transportation. The bottle, while sealed in the cardboard box is broken and the liquid contents evaporate. The retailer, while stocking the product, then discovers this condition. In order to exchange this product, it must be returned, including all the broken glass, label, etc.