

From: LFB Membership Services
Sent: Thursday, January 29, 2026 2:32 PM
To: LFB Membership Services
Subject: Procedure for Credit Requests

Dear Partner Agencies,

This is a reminder about our procedure for what to do if items are damaged and/or missing from your orders or you receive an incorrect monthly statement.

Our policy is that agencies can request credit for damaged or missing items if we are notified **within 24 hours of your delivery/pick-up**. Please be sure to include photos of any damaged products. A credit is only eligible on items when a shared maintenance fee is charged. No cost items without a shared maintenance fee (such as produce, bakery, and any other \$0.00 items on your invoice) are not eligible for a credit.

Your signature on the invoice is confirmation that you have received your order/delivery. Please note on your invoice any discrepancies in quantity or any damages, initial the changes, and then sign the invoice before giving it back.

For deliveries, we encourage you to check your pallets against your invoice and note damaged or missing items on the invoice. Preferably this should be done before the invoice is signed and given back to the driver, but certainly it must be done **within 24 hours of receipt of the product**.

Notify us immediately if you were not given an invoice at your delivery!

Please note that a similar process applies for monthly statements that you receive via email. If you notice a charge that should not be on a monthly statement, we must be informed within **five days** of when the monthly statement was emailed. We will not be able to assist with any issues after this time frame.

All communication regarding missing or damaged product or incorrect monthly statements should be sent to membershipservices@lcfbank.org. From there we will ensure your request is sent to the correct Regional Food Center.

Please reach out with any questions.