

Product Return Policy

Caffé dé Medici Fine Foods is proud to provide fresh, quality products available on a daily basis.

If for some reason, you are not satisfied with a certain product, please feel free to return it to our corporate headquarters located at 1389 Venables Street. However, all product returns must be accompanied with a credit request form, available from our corporate headquarters or online at www.caffedemedici.com. This form must be filled out clearly and with as much detail as possible. This does not guarantee your credit request will be approved.

Caffé dé Medici Fine Foods will accept credit returns on missing product or product that has been damaged in transit and noted by the delivery driver on his report. The driver will inspect every item and box upon delivery of your order. Credit returns on damaged or missing product that has not been reported by our driver, will not be accepted or approved.

Caffé dé Medici will accept credit returns based on the following conditions:

- Items that are incorrectly packaged or labeled
- Items that have spoiled before expiration date where your fridge temperatures have been recorded daily and meet the -1 degree to 5 degrees Celsius standard stipulated by the BC Health Board
- Items that contain an unauthorized ingredient (ie. any ingredient that is not listed on the ingredients list)
- Items that are under weight, as applicable

Caffé dé Medici Fine Foods will not accept credit returns based on, but not limited to, the following criteria:

- Items returned due to personal taste preference
- Items returned due to seasoning variations
- Items returned due to uncooked product that is actually “precooked” in a Hazard Analysis and Critical Control Points (HACCP) Facility

*Please note; policy may be subject to change