

Claim Request Process

Crew Pack Wings Claim Request Process

From time to time you may experience a failure in one of the products that you purchased from Crew Pack Wings Chicken. To assist you in handling those rare issues, we have created this document to guide you through the process for each type of CPW product. The issue must be reported to a CPW representative immediately upon discovery.

Fresh Chicken

There are several items that you will need to be aware of regarding your receiving and handling of Crew Pack Wings Chicken.

- .Receiving date must be written on the label of the box.
- Temperature of chicken at time of receiving must be recorded on the label and on the invoice. Chicken must be rotated so that the closest "Use By Date" will be the first used.
- The cooler temperatures must be maintained at 34° or lower.
- When chicken is prepped to the drain totes, the label from the case must be transferred to the end of the tote and the date prepped must be written on the label.
- If a full case of tenders, wings or wing sections is not prepped, use a plain label on the container to indicate the date prepped and mark "opened" on the label before the case is returned to the cooler.

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Claim Reporting Process

Within 24 hours of discovery of issue, the following items must be provided to a Crew Pack Wings representative: Trainer, Food Service Consultant or Sales Person. Text or e-mail the information below:

- Photo of label from chicken case
(must show lot number, use by date, received date and temperature)
- Photo of thermometer showing temperature of cooler
- Photo of thermometer showing temperature of chicken
- Date of delivery
- Date issue was discovered
- Description of issue: Spoilage, Miscut, No Marinade, Other. Be specific on issue

Other Products

Dry goods, paper products and other items carrying the Crew Pack Wings label will require a photo of the item that is faulty or damaged and a photo of the lot number from the side of the case.

Reporting a claim does not guarantee a credit. If the claim is accepted, the credits will be in the form of replacement product or a check from Crew Pack Wings. You will be notified of the decision within 2-3 weeks of the report.

Contact Crewpackwings LLC @ 262 620 1500 when you need to report an issue.