

Member's Cut Refund and Return Policy

Effective Date: [12/1/2024]

At Member's Cut, we are committed to providing the highest quality products and ensuring customer satisfaction. However, due to the nature of perishable goods, we must implement specific guidelines to ensure fairness and transparency for all our customers.

Eligibility for Returns and Refunds

- **Perishable Products:** Refunds or exchanges for meat products will only be considered if the product is returned with:
 - The original receipt of purchase.
 - The remaining portion of the product in question (e.g., spoiled, damaged, or otherwise unsatisfactory items).

Conditions for Returns and Refunds

- **Timeframe:** Returns and refund requests must be made within **48 hours** of purchase to ensure timely handling.
- **Receipt Required:** All returns must be accompanied by the original sales receipt as proof of purchase.
- **Manager Approval:** Refunds and exchanges can only be authorized by a manager.

Refund Process

- **Store Credit Only:** Approved refunds will be issued in the form of store credit. Member's Cut does not provide refunds in cash or to credit/debit cards.
- **Product Inspection:** Returned products will be inspected to determine the cause of the issue. Member's Cut reserves the right to deny a refund or return if the product shows signs of mishandling, improper storage, or use beyond the recommended guidelines.

Non-Refundable Items

- Products marked as **clearance, discounted, or special promotional items** are not eligible for refunds or exchanges.
- Custom cuts or special request items are not eligible for refunds or exchanges
- Any product that has been fully consumed or disposed of without proof of the issue cannot be refunded or replaced.

Customer Responsibility

To maintain the quality of our products, customers are advised to store and handle items in accordance with food safety standards. Failure to do so may result in the inability to process a return or refund.

Contact Information

If you have questions or need to initiate a return or refund request, please visit Member's Cut in person or contact us at 712-722-5970

We appreciate your understanding of these policies, which are designed to ensure a fair and consistent experience for all our customers. Thank you for supporting Member's Cut and trusting us to bring premium, locally sourced products to your table.

This policy is subject to change at any time, at the discretion of Member's Cut.