



*Recommended  
Storage Practices*



# WHAT SHOULD YOU DO?

- \* Always have a dry, clean and well ventilated storage area.



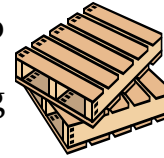
- \* Store different products separately to prevent cross-contamination.

- \* Always clean storage area thoroughly before receiving new stock. Spray insects and remove expired stock and excess dust.



- \* Rotate stock – do not pack fresh stock over old stock. Apply the “First in, first out” principle.

- \* If pallets are used they should always be cleaned, especially the underlying surfaces. Broken ones should be discarded, to avoid splinters entering product.

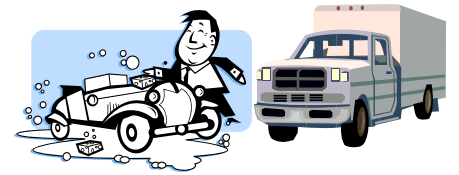


- \* Pallets should be placed a short distance (about 18 inches) from walls to facilitate adequate air circulation.

- \* If any bagged products are stored on the floor, the floor should be kept clean and dry and/ or lined with a clean and dry material.



- \* Delivery vehicles must be clean and products should be securely covered while being transported.



- \* Products must be stored separately from items with strong odors (e.g. onions, detergents, paint) as our products will readily absorb scents.



## HANDLING CUSTOMER COMPLAINTS

A complaint must first be reported (e.g. via telephone), after which an investigation will be conducted by the Quality Assurance Department of the company.

The complaint product must not be returned to the compound unless requested to do so by the Quality Assurance Department.

A date of purchase for the complaint product must be obtained during investigation and a receipt presented upon request.

If the complaint is valid, the replacement for the defective product will be processed.

We take pride in delivering excellent quality to our customers, both in our products and services. However, the quality of our products may be affected from the very moment they leave our warehouses.

Perishable goods such as rice, feeds, peas, flour etc, are more susceptible to contamination and infestation during prolonged storage, especially under warm conditions. In order to gain the maximum value from perishable goods, we advise that customers purchase a quantity that would warrant storage not exceeding one month. This should improve consumer interest in the products in terms of fresh product quality and hence increased profits.

We look forward to being of service to you our valued customers. Please feel free to contact us for any further information.



East Caribbean Group of Companies

P. O Box 612

Campden Park Bay

St. Vincent and the Grenadines

Tel: 1 784 457-1918

Fax: 1 784 45 7-7533

E-mail: [marketing@ecgcsvg.com](mailto:marketing@ecgcsvg.com)