

## Prestige Foods Refund Policy

Although it is a delicate balance to strike, but an obtainable one, Prestige Foods Corporation keeps customer service in mind regarding its refund policy. For our Parents, Prestige Foods' refund request process will be effortless and within a reasonable time frame for relocating families as well as for non-relocating families deciding to no longer participate in the DoDEA Pacific Guam School Lunch Program.

All refund requests are required to be provided in writing by the Parent or Sponsor of the participating Student.

Supervisors are required to forward all written requests to the Senior Project Manager (SPM) via email along with the student account transaction history the same operating day that the written request was received.

The SPM will make the assessment for processing and notify Prestige Foods HQ's immediately.

Refunds will not be processed during the school year for non-relocating families whereby the child remains a student within the DoDEA Pacific Guam Schools, as students may continue to charge meal purchases throughout the academic year.

However, if a Parent or Sponsor provides a written and signed statement affirming that they no longer wish for their Student(s) to participate in the DoDEA school lunch program, a refund will be processed immediately subsequent to an account review. The written request justifies making the student's account inactive whereby a refund will be processed.

Supervisors are required to maintain an updated list of all written refund requests for their individual sites, regardless of the status. The SPM will notify the Supervisor to adjust the student account balance to zero for the processed refund and to update their Refund Request List accordingly.

NLT the last operating day of each SY, Supervisors will validate all remaining refund requests by reviewing the student lunch account balance and transaction history and will forward the results to the SPM for final assessment and immediate processing.

Transaction History Reports will be included with all refund checks for Parent records. Checks will be made payable to the parent or sponsor and mailed to the address provided within the written request.

Prestige Foods' refund policy prohibits on-site payments of refunds out of Daily Sales, Petty Cash and Opening Cash. Therefore, refunds will not be issued out of the registers at the time Parents or Sponsors present their check list for signature when clearing the military installation.

For all refund requests, please provide the Student and or Parent the Prestige Foods Refund Request Letter of Instruction that states the following:

It is our pleasure to provide you with an update to accommodate refund requests. If you are relocating off island and require a refund of your Student's DoDEA Pacific Guam school lunch account balance, please email both Eleanor Munoz at: [eleanor.munoz@prestigefoodscorp.com](mailto:eleanor.munoz@prestigefoodscorp.com) as well as Julie Iriarte at: [julie\\_iriarte@prestigefoodscorp.com](mailto:julie_iriarte@prestigefoodscorp.com) to provide a written request for a refund of your Student's remaining account balance. If you are requiring a refund for other than due to relocation, please state your reason within your request.

Within your written request, please include the following required information: Your full name for whom the check should be made payable to; the name(s) of your student(s), school(s) attended; contact number; new mailing address and email address.

Upon a transaction review and a review of any additional monies owed, Prestige Foods Corporation will process your request for payment and mail your refund promptly.

**Please Note:** Payments for meals served or transactions occurring prior to the effective date of District's approval for free lunch status cannot be refunded. Remaining Balances may be refunded after your Student is approved by District for free lunch; however your Student(s)' account will prohibit future charges.

All refunds will be provided in the form of a Company Check and issued via U.S. Mail. Cash refunds will not be provided on-site as cash payments of refunds are prohibited.

Please maintain copies of the Company's refund policy and refund letter within Office Binders and maintain on-site.

Thank you,

*Julia Iriarte*

Julie Iriarte  
Prestige Foods Corporation – DoDEA Pacific Guam Schools  
Senior Project Manager  
[julie\\_iriarte@prestigefoodscorp.com](mailto:julie_iriarte@prestigefoodscorp.com)