

DMI CANDY HANDLING AND RETURN REQUIREMENTS

***Return authorization is required.
To obtain authorization, call (800) 628-5905.***

Candy is a perishable product but it can be maintained for many months in good condition if handled properly.

Flavor & Odor Control: *Off-flavors are caused by the absorption of odors*

- Do not place candy near coffee, cheese, flowers, tobacco, perfumes, soaps/detergents, or disinfectants
- Store candy away from toxic materials and substances including pesticides, fertilizers, petroleum products and other chemicals
- Transport candy in vehicles that are clean and free of odor

Climate Control: *Ingredient separation, discoloration and poor texture are caused by extreme fluctuations in temperature and humidity*

- Candy should be kept cool and dry, maintained at temperatures of 55-70 degrees and relative humidity levels of 45-60%
- Take care to limit exposure of candy to excessive light, heat and air such as from lights, windows, heaters, hot pipes, heat exhaust vents on refrigerators and freezers and direct sunlight

Storage: *Improper storage can cause physical damage to candy*

- Candy should always be stored off the floor on pallets or racks and at least 18 inches away from walls to allow for free air circulation
- Store candy away from pet food and agricultural products such as nuts, grains and flour

Returns: *DMI accepts returns of product that are in re-salable condition within 30 days of invoice*

- Unopened – Manufacturers tape seal is still intact
- Undamaged – Having been stored properly, free from any odors, unsoiled, without markings, labeling or damage from heat or humidity
- Inspected – DMI will check cartons upon return to assure product quality and retains the right to refuse cartons as returns if product is not re-salable

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319 E 316 N Suite F
Valparaiso IN 46383
(800) 628-5905
(219) 465-1356 (fax)

