



APPENDIX

CREDIT REQUEST PROCESS FOR SUBSTANDARD PRODUCT

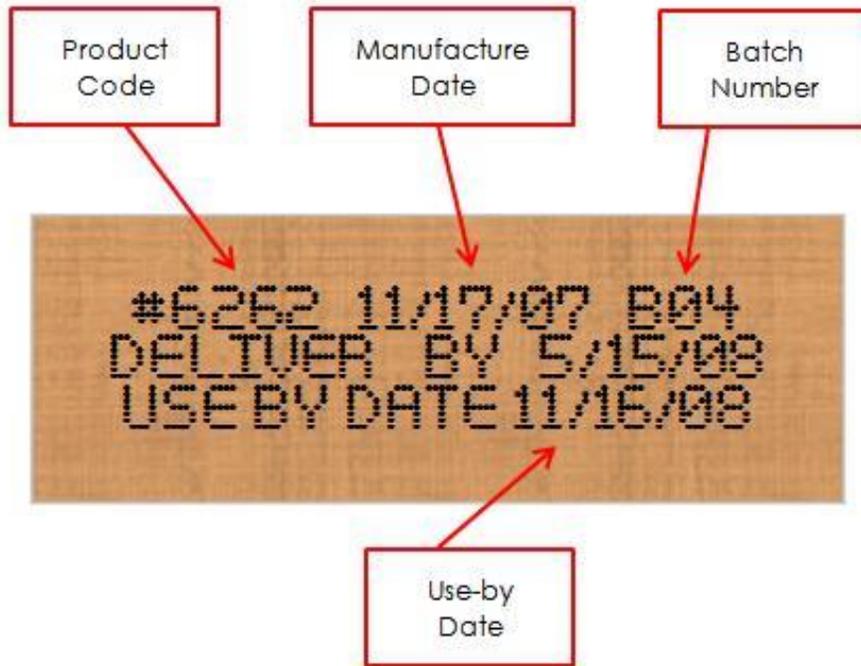
1. Go to the Navigator Web site at www.navigatorhelp.com.
2. Click on "Report Quality Issue."
3. *On your computer*, fill out the required information on the on-line form.
4. In the field marked "Problem," enter a detailed description of the specific issue. If you note any discrepancies or errors in the other fields, please be sure to make a note of it here.
5. Click "Submit."
6. Under normal circumstances, you will receive an e-mail acknowledgement of the quality issue from Navigator within one business day. At the same time, the issue will be forwarded to Quality Assurance for their review.
 - a. If QA approves your claim, you will receive a notification of this from Navigator as soon as we receive a confirmation from your distributor that a credit has been issued.
 - b. If QA does not approve your claim, you will receive a notification of this from Navigator as soon as we receive the information from Quality Assurance.

PLEASE NOTE

- In order to process all Quality Issues, the following information will be needed:
 - Product name
 - SKU Number
 - Invoice Number
 - Quantity of cases affected
 - Manufacture Date
 - Expiration Date
 - Batch or Lot Number
 - Formula Revision Code (TCBY soft-serve Frozen Yogurt only)
 - Mfg Code (TCBY soft-serve Frozen Yogurt only)
 - Bag Number (TCBY soft-serve Frozen Yogurt only)
 - Can Code (TCBY Hand Scooped Frozen Yogurt only)
- Navigator does not make the decision as to whether you will receive a credit or not. The decision is made solely by our Quality Assurance Department.
- Hold onto the substandard product you reported until you receive the final notification from Navigator. Occasionally, Quality Assurance may want a photo of the product or may want a sample sent to them.



SAMPLE MFC BOX





SAMPLE TCBY HSY LABELS

Product

Lot Number

Use-By Date

Kosher Symbol

Manufacture Date

Can Code

Lot Number

TCBY BUTTER PECAN 3G
LOT# 8176 USE BY: 23JUN09
"TCBY" ©™
Distributed by:
TCBY SYSTEMS, INC.
Salt Lake City, UT 84121 USA
MFG AT PLANT # 05-50
038107
3 GAL. (11.3L)
2008/06/24
038107

TCBY PRALINE & CREAM 1B 8155 610

