



APPENDIX

CREDIT REQUEST FOR SUBSTANDARD PRODUCT

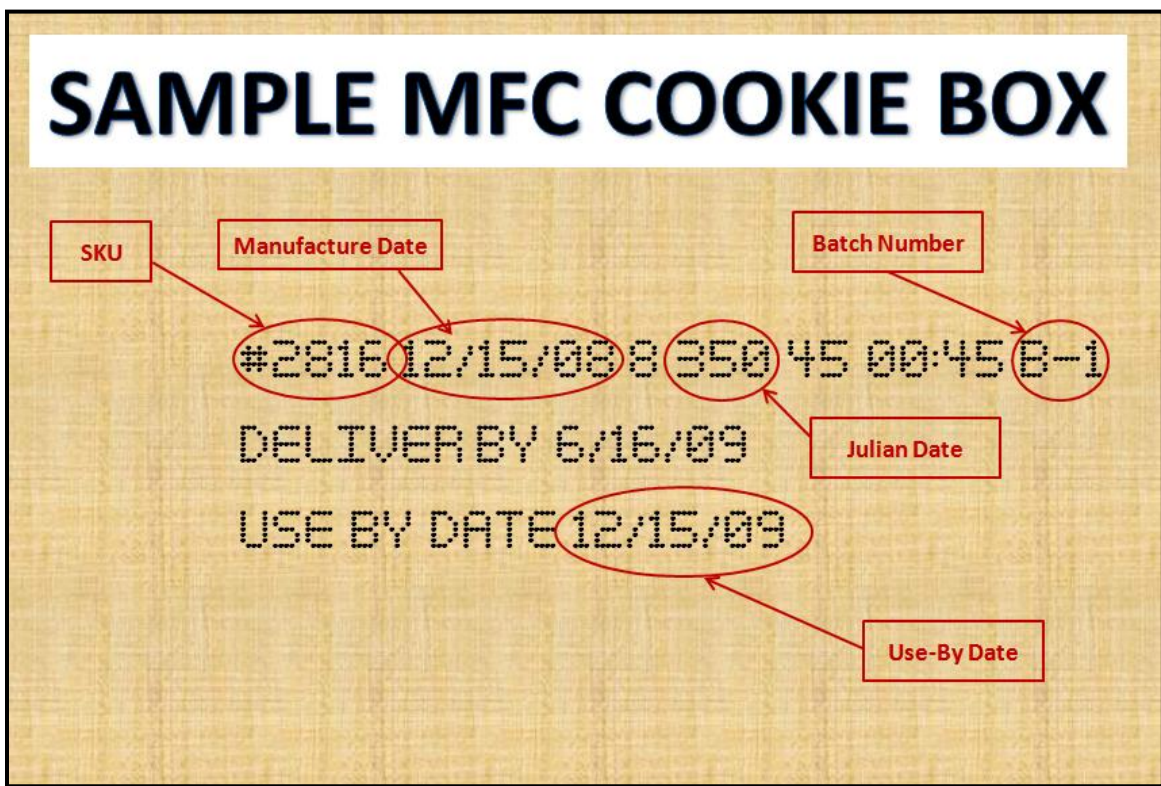
1. Go to the Navigator Web site – www.navigatorhelp.com.
2. Click on “Report Quality Issue.”
3. On your computer, fill out the required information on the online form.
4. For issues that can be observed visually, a digital photo of the product will be required. This will greatly assist our Quality Assurance Department (QA) in addressing the situation with the distributor or the manufacturer. Using the “Photo Upload” field, you may add up to five photos to the Case.
5. 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.
6. Click “Submit.”
7. Under normal circumstances, you will receive an e-mail acknowledgement of the quality issue from Navigator within one business day. You may wish to save the e-mail for your records until you receive a resolution. 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 or will be issued.
 - b. If your claim is not approved, you will receive a notification of this from Navigator as soon as we receive the information from QA.

PLEASE NOTE

- 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.
- 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 (MFC only)
 - Lot (TCBY soft-serve and Hand Scooped Frozen Yogurt only)
 - Formula Revision Code (TCBY soft-serve Frozen Yogurt only)
 - Mfg Code (TCBY soft-serve Frozen Yogurt only)
 - Case Number (TCBY soft-serve Frozen Yogurt only)
 - Fill Time (TCBY soft-serve Frozen Yogurt only)
 - Can Code (TCBY Hand Scooped Frozen Yogurt only)
 - A digital photo of the product (if the issue can be observed visually)



SAMPLE MFC COOKIE BOX





SAMPLE TCBY HAND SCOOPED YOGURT LABELS





SAMPLE TCBY SOFT-SERVE FROZEN YOGURT LABELS

JUG LABEL



BOX LABEL

