



Creative Food & Beverage Solutions

NESTLÉ PROFESSIONAL NORTH AMERICA 60-DAY SATISFACTION GUARANTEE FOR SELECT PRODUCTS

At Nestlé USA, Inc. d/b/a Nestlé Professional North America, we stand behind our products and quality controls. If, for any reason, you are not satisfied with the Coffee mate liquid creamer singles or Nescafé Dolce Gusto capsules (“Products”) you purchased from one of our authorized sellers, you may request a refund. Please note that because we are unable to control the quality of our Products sold by unauthorized sellers, the Guarantee is not available for Products purchased from unauthorized sellers. The Guarantee is also limited to the original, end-user purchaser.

How to Claim the Guarantee

To submit a Guarantee request, please call us at 1-800-288-8682 and have proof of purchase available with information regarding where and when you purchased your Product. If your request is approved, you may be required to mail your remaining unused and unopened Product, a proof of purchase, and your file number to Nestlé Professional North America. If a product return is requested, Nestlé will coordinate a product pickup or provide you with a prepaid shipping label.

You must submit your Guarantee request within 60 days of the date of purchase.

Guarantee Guidelines

Nestlé reserves the right to verify information, require a valid proof of purchase, and deny Guarantee requests in its discretion in cases of suspected fraud or if a customer has abused the Guarantee.

If you have any questions regarding whether a seller is an authorized seller of the Products, please contact us at 1-800-288-8682.