



Consumer Product Complaint Procedures

In order to accept tender of a claim for consumer product complaint monetary damages from a Wayne Farms' customer or a customer's insurance agent, all claims must be submitted to Wayne Farms within forty-five (45) days of our customer's learning of the claim and Wayne Farms will need documentation of usage of a Wayne Farms' chicken product. Wayne Farms specifically needs the lot number and/or production date in order to trace product. Please provide an incident report along with the ability to inspect and confirm the nature of the foreign object alleged to have caused the incident. Please provide all events, communications, etc. between the parties regarding this incident including but not limited to the following:

Product Information

- Product Code Number
 - Case and lot numbers
- Wayne Farms plant identification
- Restaurant/point of purchase information
- How is product prepared at point of service?
- Product purchase documentation, i.e.
 - Purchase order/Purchase Order Worksheet
 - Bill of Lading/Pull Ticket
 - Invoice
- Description and cause of alleged injury or illness
- Foreign object or photo of the object with either a ruler or coin beside it to show its size and a description
 - If unable to provide, identify who has possession of the object

Claimant Information

- Incident Report Form detailing incident
- Claimant address and contact information
- Witnesses to the incident (names and phone numbers)
- Any records submitted by claimant related to damages

Upon receipt of the requested documentation, Wayne Farms will investigate and evaluate the claim. Failure to submit the requested information will delay and possibly render a claim denied. If the requested documentation is not received within thirty days, Wayne Farms will close its file without further investigation.