

FBFC Statement of Customer Service

- We guarantee our owners and customers friendly, courteous, professional service.
- We guarantee 100% satisfaction on all merchandise. Any cashier may refund the full purchase price with a receipt within 30 days of purchase. Customers seeking a refund without a receipt will be issued store credit or exchange.
- We guarantee accurate prices, weights, measures, and counts on all products.
- We guarantee that the Co-op will absorb the loss resulting from a product that was accidentally broken by a customer in the store.
- We guarantee that our staff members will escort all customers to the location of a product they have requested. Cashiers who cannot leave the front of the store for security reasons will either offer to call for assistance or direct the customer to the desired product.
- We guarantee that we will go to great lengths to ensure that our customers leave satisfied.
- We guarantee that all advertising is factual and that we will make every effort to have sufficient supply of the product to meet customer demand.
- We will strive to make the co-op a friendly atmosphere for all.
- We will not make excuses. So, we will “Acknowledge the complaint,” “Sincerely apologize,” and “Fix it!”
- We will strive to answer any ringing phone after no more than 3 rings. If a call goes to voicemail during business hours, we will strive to return it the same day. After hours voicemail messages are returned on the next business day.

