

**Processed by**

Customer service  
+31 (0)77 – 323 9510  
[Klantenservice@royalzon.com](mailto:Klantenservice@royalzon.com)

**Date**

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**Reference**

Procedure for complaints regarding delivered products

## Procedure for complaints regarding delivered products by ZON

### 1. Submitting a complaint

Quality complaints about product quality must always be reported to our customer service department by email: [klantenservice@royalzon.com](mailto:klantenservice@royalzon.com), even if you have already reported the complaint to a seller or quality inspector of ZON.

When reporting a complaint, always include the following information:

- Contact information (name and contact details), company name and customer number
- Product and description of the complaint and defects
- Percentages of defects
- Product details (quality, sorting and packaging)
- Date of purchase, number of packages per grower number and grower number(s) specified on the label/packaging
- Multiple photographs of the product complaints and photographs of the label/sticker/crate card and outer packaging

Once we have received your notification at [klantenservice@royalzon.com](mailto:klantenservice@royalzon.com), you will receive a confirmation. The sales department will then contact you for further processing. If the above information is incomplete, the complaint cannot be processed.

### 2. Complaint period

- Complaints about discrepancies between the volumes delivered and those purchased must be made by 5 p.m. on the day of delivery or when the product is made available.
- Quality complaints:
  - Class I: within 24 hours after delivery or availability of the product.
  - Class II: by 5 p.m. at the latest on the day of delivery or availability of the product.

**ZON fruit & vegetables is the trade name of Koninklijke Coöperatieve Telersvereniging Zuidoost-Nederland U.A.**

Fresh Park Venlo/Venrayseweg 102 Venlo 3800, 5928 RH Venlo, The Netherlands/[www.royalzon.com](http://www.royalzon.com)

IBAN: NL27 RABO 0366 7653 96/C. of Comm.: 12039737/VAT: NL 8079 53 465 B 01



### **3. Processing complaints**

In the event of a justified complaint, ZON will determine how this complaint will be followed up.

- Returns
- Credit for rejected items
- Price correction

As long as no agreement has been reached regarding the handling of the complaint, the customer may not take any action with the product. If this is done, the claim will lapse.

If a product is returned to ZON and the complaint proves to be unjustified, the customer must restock the product. The customer may not charge any costs to ZON.