



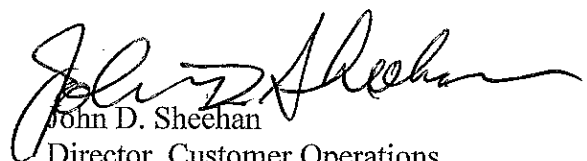
DEFENSE LOGISTICS AGENCY
TROOP SUPPORT – SUBSISTENCE
700 ROBBINS AVENUE
PHILADELPHIA, PENNSYLVANIA 19111

20 June 2018

MEMORANDUM FOR ALL DLA CUSTOMERS

SUBJECT: DLA Troop Support Class I Return Policy

1. Class I, to include Operational Rations, are not returnable. This memorandum outlines situations that adhere to this policy, guidance on disposition, and exceptions to this policy.
 - A. The following items are not returnable and should be disposed of via Service/Agency channels:
 1. Prime Vendor and Direct Vendor Delivery products.
 2. Perishable (chill/freeze) items.
 3. Items that have been to the field or subjected to field-like conditions.
 4. Damaged/infested product determined to be caused by the customer.
 5. Surplus operational ration end items and component items of composite food packets, meals, and modules.
 6. Test items.
 - B. Customers finding themselves in an excess position and desire to find an outlet for the material, should, at a minimum, do the following:
 1. Have the product inspected and approved by authorized Veterinary Inspection personnel. The product must be in Condition Code "A".
 2. Make every reasonable attempt to redistribute the product within their Service/Agency or to other Service/Agency bases/ships in the area.
 - C. The exceptions to our no-return policy are:
 1. Unacceptable shipments due to erroneous actions on the part of DLA Troop Support in accordance with contractual terms and/or the Shipment Discrepancy Report (SDR) process.
 2. Damaged/infested product determined to be caused by DLA Troop Support.
2. DLA Troop Support Point of Contact is the undersigned.



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