

Ullage



If you have received a faulty product, please contact Enterprise Inns Sales and Service Centre on 0845 601 1602 to register the fault whilst the product is still within its best before date. Your Customer Account Manager will then process the claim for credit on your behalf.

We will register the ullage return with our distributor and the brand owner. If appropriate, a technician will visit you to verify the faulty product.

We will make arrangements for the container to be uplifted and returned to the depot. A credit decision will be made once the assessment is complete and you will be informed of the decision.

Credit will only be given if there is a genuine fault with the product.

Any of the following may result in non-payment of credit:

- Evidence of tampering
- Evidence of product adulteration
- Outside Best Before date on initial reporting of the fault
- Defaced or illegible product label
- Less than minimum required volume in the container i.e not more than 3 gallons dispensed

