

PREVENT AND RECORD FOOD LOSS

Consumers seeking reimbursement for food loss caused by refrigerator or freezer problems must have accurate records and demonstrate having taken steps to prevent the spoilage.

The terms of your warranty or maintenance contract govern reimbursement for food loss. Recommendations are not limited by warranty conditions, but the program's voluntary nature does not require manufacturer compliance.

Prevent and Minimize Food Loss

- If you're going to be away from home for an extended period of time -- such as a week-long vacation -- ease up on your grocery shopping. Buy only enough perishable food to last until your departure date.
- When temperatures rise in your refrigerator or freezer, keep the door closed to prevent the escape of cold air. See if a friend or relative has temporary cold storage space for your food. In winter, move food to an unheated garage, porch or other location with a temperature near freezing. If you cannot find sufficient storage space and loss is unavoidable, consider donating the food to a community shelter or other organization that relies on contributions. Request a receipt indicating the food's value -- such contributions are often tax deductible.
- You should request service immediately upon discovering a problem.

Record Food Loss

- Make timely, complete, separate lists of food losses from the refrigerator and freezer sections of the unit, noting type, amount and dollar value of discarded food.
- Submit a copy of the food loss claim to a service agency or manufacturer promptly after the failure. Remember to keep a copy for yourself.
- Request and save receipts related to the appliance repair, even if the unit is under warranty and the service is provided at no charge.
- As with all appliance complaints, the request for food loss reimbursement should first be made to the manufacturer or service agency.