

Purpose

This procedure describes how to handle reports of unacceptable quality formula purchased with WIC checks.

**Reports of “Bad”
Formula and
Exchange at the
Store**

When the client reports receiving “bad” or expired formula at the store which has been purchased with WIC checks, the clinic staff should contact the store and arrange for an exchange of the formula by the client. The replacement formula must be identical to the formula being exchanged.

Formula that has been found to be of unacceptable quality or expired must not be exchanged for money or other merchandise.

If staff has any questions about a specific incident, contact the State Food Operations Coordinator or State Vendor Management Coordinator.
