**General Canteen Policies**

1. NO CANTEEN order will be distributed until positive identification has been made as to the inmate about to receive the order; this policy ensures that everyone receives the correct order. The inmate ID Badge must be shown in order to receive a canteen order.
2. Once an order is received and signed for with no discrepancies identified, the transaction is considered closed and no later issues may be raised concerning the receiving of the order.
3. Discrepancies within your canteen order must be identified at the time of delivery and brought to the attention of the Staff Member distributing the canteen; issues must be duly noted on the receipt prior to signing for and accepting of the canteen order.
4. Receipts must be retained in order to follow up with a noted and recorded Canteen Order discrepancy.
5. Clothing and shoes sizing must be checked prior to accepting and signing for property. Once property is signed for and marked for identification the property cannot be returned or exchanged.
6. There is an individual stamp limit of 25 Stamps in any combination; envelopes which are “pre-stamped” are included in this combination. The stamp limit for Disciplinary Segregation is 10 Stamps in any combination.
7. Questions or other issues concerning or arising from your Canteen transaction are to be directed to KCI/USG through your Unit Team.
8. Copy and Photo tickets are non-refundable.
9. No OTC medications are permitted in the infirmary.
10. All prices, package weights or brands are subject to change without notice.
11. We reserve the right to limit quantities.