



CREDIT MEMO EXPRESS
for vendor drop ship credits
ACE HARDWARE CORPORATION

2200 Kensington Court-Oak Brook, Illinois 60523
Phone(630)990-6669

OBIC

Date: _____

Vendor : _____

Street: _____

City: _____ State: _____ Zip: _____

STORE NUMBER

AMOUNT

VENDOR NUMBER

Submit this form only if no resolution is received
from the vendor within 45 days of initial contact.

Original Invoice Number: _____ Invoice Date: _____

RGA Number(if for returned goods): _____ Initial Vendor Contact Date: _____

Credit is for:

1. Cost Error- Billing error
2. Damaged Goods
3. Freight Charges
4. Order Refused
5. Proof-of -Delivery not provided
6. Returned Merchandise
7. Shortage
8. Defective Goods (Other than Policy A) -DF # _____
9. Other: _____

Note: Do not use this form to submit RSC merchandise claims.

Reason For Credit (Describe in Detail)

For questions regarding this credit, please contact the Ace Retailer:

Retailer's name _____ Telephone #: _____

E-mail address _____

Retailer's signature _____

SUPPORTING DOCUMENTATION MUST BE FAXED WITH THE COMPLETED FORM TO:

ATTN: Supervisor - Invoice Processing Department, Oak Brook

08/0707 mlc

FAX NUMBER: 630 928-9446

Please check what supporting documents are attached per instructions from the vendor.
Blank spaces are provided to list other attachments required by the vendor.

| | Reason | Attachment |
|---|---------------------------------|---|
| 1 | COST ERROR-BILLING ERROR | Copy of PO with the correct price |
| | | Vendor price list |
| | | Quote from the Merchandising Department |
| | | |
| | | |
| 2 | DAMAGED GOODS | Picture of the item |
| | | Written description of the damage |
| | | Vendor inspection form |
| | | |
| | | |
| 3 | FREIGHT CHARGES | Copy of the original freight bill or invoice showing freight charges |
| | | PO with freight terms |
| | | Corporate paperwork with freight terms |
| | | |
| | | |
| 4 | ORDER REFUSED | Copy of freight bill with signed refusal |
| | | Copy of the bill of lading with signed refusal |
| | | Name of vendor contact |
| | | |
| | | |
| 5 | PROOF-OF DELIVERY | Documented request to the vendor for POD |
| | | Copy of the invoice |
| | | |
| | | |
| 6 | RETURNED MERCHANDISE | Proof of return to the vendor, such as bill of lading or packing list |
| | | Returned merchandise authorization number |
| | | |
| | | |
| 7 | SHORTAGE | Freight bill signed short |
| | | Packing list signed short |
| | | |
| | | |
| 8 | DEFECTIVE GOODS | Explanation of product defect |
| | | Copy of Policy B or C claim form |
| | | Returned merchandise authorization number |
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