



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

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