Credit Claim Form: Date: Customer Name/Reference:

INVOICE NUMBER	PRODUCT CODE	DESCRIPTION OF GOODS CHARGED FOR ON INVOICE	QTY	REASON FOR CREDIT (see codes below)	DESCRIPTION OF GOODS SENT IN ERROR

- C&D - wrong goods sent but accepted, please write down what was sent by mistake
- DAM - goods received damaged or damaged by our driver
- DAT - short-dated/out of date goods
- MIP - picking error - wrong goods sent **please write down what was sent by mistake
- MIS - goods charged by mistake i.e. invoiced but missing
- NOS - substitution put on by Essential not wanted
- NOT - goods received but not charged on invoice
- BAD - goods not fit for resale

PLEASE USE ABBREVIATIONS IN "REASON FOR CREDIT", IF THE NATURE OF YOUR CLAIM IS NOT COVERED PLEASE WRITE A BRIEF DESCRIPTION OR CONTACT US TO PROVIDE THE INFORMATION. claims@essential-trading.coop OR FAX 0117 9430801