

# CREDIT FORM



## STEP 1: WHO ARE YOU?

**Did we forget something? Did your order arrive broken? Let us know!**

Your order is important to us! We know that you can't sell damaged or incorrect items, so we want to help make it right. Please use this form to let us know if there is a problem with your order in 3 easy steps:

**Step 1: Who are you?** Please give us as much information as possible so we can find your account quickly and easily.

**Step 2: What's wrong?** Tell us if something arrived broken, was missing, had a quality issue...the more detail you can provide the better!

**Step 3: Send it in!** Fax or email this form.

**Fax: 800.457.7087**

**Email: [info@cape-shore.com](mailto:info@cape-shore.com)**

|                    |
|--------------------|
| CUSTOMER CODE:     |
| COMPANY NAME:      |
| ORDER #/INVOICE #: |
| INVOICE DATE:      |
| PHONE #:           |
| FAX #:             |
| EMAIL:             |
| CITY & STATE:      |
| ZIP CODE:          |

## STEP 2: WHAT'S WRONG?

Reason Codes: A = Breakage, B = Shortage, C = Wrong item received, D = Name Drop Issue, E = Quality, F = Other (please indicate)

| ITEM # | QTY | REASON CODE | PLEASE EXPLAIN | AMOUNT |
|--------|-----|-------------|----------------|--------|
|        |     |             |                |        |
|        |     |             |                |        |
|        |     |             |                |        |
|        |     |             |                |        |

Claims for defective merchandise or shortages should be made within 10 days of receipt of goods. Please do not accept damaged boxes from the freight company.

**TOTAL:**

**\$**

## STEP 3: SEND IT IN!

**Fax: 1.800.457.7087 | Email: [info@cape-shore.com](mailto:info@cape-shore.com)**

**You're done!**

If we need to send you a call tag, one of our amazing customer service team members will contact you. Otherwise, please deduct the total amount from your invoice. If you already paid your order by credit card, we will credit your account within 10 business days. Additional time may be necessary for the transaction to appear on your credit card statement.