



VENDOR CLAIM INFORMATION

In an effort to increase efficiencies our system will now automatically generate short payments for damaged or defective goods received from you. At the time the claim is initiated a copy of our vendor claim form will be emailed to you, with all the pertinent information, requesting a return authorization number. Please ensure the return authorization number is forwarded to the store that initiated the vendor claim. If there is no response to this vendor claim within 30 business days, you will be deemed to have accepted the claim and our system will initiate a short payment. Short payments will be based on the invoice price of the goods that coincides with the referenced purchase order.

If the product must be reviewed by your sales representative visiting our store location, we are allowing a thirty (30) day window from the time the claim is initiated for this visit to occur. If after thirty (30) days, the visit has not occurred we will then short pay for the goods and you will be deemed to have accepted the claim.