



Thank you for choosing Capitol City Produce as your produce provider. We strive to serve you with the freshest quality produce and superior customer service while maintaining the highest standards for food safety.

If you have any questions regarding the status of a credit with Capitol City Produce please contact your sales representative.

## **CREDIT MEMO GUIDELINES**

1. Product must be returned within 3 days of delivery.
2. Product must be in ORIGINAL packaging (if items are bagged inside of a case, original bag will be sufficient).
3. Invoice number from purchase of returned product must be included on returned goods report.
  - a. Acceptable forms of invoice number reference (in order of preference):
    - i. Orange Sticker from returned product.
    - ii. Written invoice number from purchase
    - iii. Date of purchase
4. A COMPLETE description of the returned product must be given on the returned goods report (lettuce, green leaf vs. lettuce, iceberg).
5. Credit IS NOT to be taken until a credit memo has been issued. You will receive the credit memo in the mail once it has been processed. To check the status of your credit, please contact your sales representative. They will be happy to help you!