NATIONAL C STORE CUSTOMER CREDIT REQUEST FORM

ALL CREDIT REQUESTS ARE TO BE SENT THROUGH TO CUSTOMER SERVICE BY EMAIL OR FAX

FAX TO: 07 3489 3799 **EMAIL**: csdcustomer.service@metcashfg.com

Ph: 1300 366004 *Press 2*
for assistance in completing this form.

CUSTOMER #: _____ **STORE NAME:** _____ **CONTACT NAME:** _____

INVOICE #: _____ **INVOICE DATE:** _____ **CLAIM #:** _____

DEPARTMENT: **STATE:** _____ **TRANSPORT:** _____

REASON (please use drop down box on line)	PRODUCT CODE	PRODUCT DESCRIPTION	QTY	CTN/ UNIT/ WEIGHT	USE BY DATE	KEEP OR RETURN	VALUE AMOUNT $	TOTAL INVOICE QTY	BRIEF COMMENT TO ASSIST YOUR CREDIT REQUEST

SUPPORTING PHOTOS CAN BE SENT THROUGH TO EMAIL: csdcustomer.service@metcashfg.com

CONDITIONS:

- ALL Fields are to be complete correctly to ensure credits are processed efficiently.
- ALL credits are to be received via email or fax only. Credit requests are unable to be taken over the phone.
- ALL missing security items must be phoned, emailed or faxed through to Customer Service within 1hour of receiving the delivery.
- ALL Grocery, Chiller, Frozen, Produce and GM claims must be emailed or faxed through to Customer Service within 48hrs of receiving the delivery.
- Failure to receive full information (including photos where required, and supporting documents) may delay the processing time of your credit request.
- Once your credit request has been approved / declined, you will receive written notification
- All Claim Request Reviews must be submitted back to Customer Service within 48hrs of receiving notification your claim request has been declined.