Oakline Commercial Interiors
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Oakline Commercial Interiors, 1420 W Fulton St, Chicago

Harlow & Pierce LLP
Attn: Tom Brennan
200 W Monroe St
Floor 14, Chicago, IL 60606

CREDIT NOTE # CN-26-0058

DATE Nov 13, 2026

INVOICE DATE Nov 10, 2026

CONTACT Dana Whitfield

Credit note CN-26-0058

Dear Tom, this credit note reduces invoice INV-26-3310 by $2,134.44. It covers the 2 task chairs your team refused at delivery on November 10 and a pricing error on the 18 conference chairs that your team spotted when checking the invoice against our sales order. Nothing needs to be returned and no refund is due: please deduct the credit and pay the new balance shown on page 3. Thank you for telling us so quickly.

INV-26-3310
Invoice credited

20
Chairs on this credit

$2,134.44
Total credit, tax included

$75,247.75
New balance due Dec 10, 2026

Reference documents

DOCUMENT	NUMBER	DATE	WHAT IT RECORDS
Sales order	SO-26-0942	Oct 12, 2026	Agreed prices
Customer purchase order	HP-PO-4471	Oct 13, 2026	Your order
Delivery note	DN-26-1187	Nov 10, 2026	2 chairs refused
Invoice	INV-26-3310	Nov 10, 2026	The invoice credited

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Credited items

Each line is credited at the price on the invoice, with the sales tax charged on it. Line numbers continue across both sections.

#	ITEM	QTY	PRICE	DISC.	TAX	TOTAL
	Refused at delivery					
1	**Task chair, mesh back, adjustable arms, graphite** Code: TC-MESH-G Invoice line: INV-26-3310, line 6 Delivery note: DN-26-1187, page 6 Damaged in transit, refused at unloading on Nov 10 and returned with the driver. You chose a credit instead of a replacement on Nov 11. 	2 pcs	$689.00	–	10.25%	$1,519.25
	Subtotal: Refused at delivery					**$1,519.25**
	Price correction					
2	**Conference chair, mesh, mid-back: invoiced above the agreed price** Code: CC-MESH-MB Invoiced: $429.00 each Sales order price: $398.00 each Difference: $31.00 each Line 9 of the invoice used the list price instead of the project price in sales order SO-26-0942. This line credits the difference on all 18 chairs. 	18 pcs	$31.00	–	10.25%	$615.20
	Subtotal: Price correction					**$615.20**

Subtotal	$1,936.00
Sales tax credited (Chicago 10.25%)	$198.44
Total credit	**$2,134.44**

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How the credit is applied

The credit reduces what is still owed on invoice INV-26-3310. Your deposit and the payment terms do not change.

INVOICE INV-26-3310	AMOUNT
Invoice total, delivery 1, tax included	$147,382.19
Deposit received Oct 14, 2026	−$70,000.00
Balance before this credit	$77,382.19
Credit note CN-26-0058	−$2,134.44
Balance due by Dec 10, 2026	$75,247.75

The 6 acoustic wall panel sets still on back order are not on invoice INV-26-3310. They are invoiced separately when delivery 2 is installed.

Sales tax credited

Tax is credited at the rate charged on the invoice, so your books and ours show the same tax.

JURISDICTION	RATE	ON $1,936.00
State of Illinois	6.25%	$121.00
Cook County	1.75%	$33.88
City of Chicago	1.25%	$24.20
Regional Transportation Authority	1.00%	$19.36
Total sales tax credited	10.25%	$198.44

Paying the new balance

BANK Lakeshore Commerce Bank
ACCOUNT NAME Oakline Commercial Interiors LLC
ACCOUNT •••• 4418
ACH ROUTING 071 555 027
WIRE ROUTING 071 555 027
REFERENCE INV-26-3310 / CN-26-0058

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Why this credit was issued

From the delivery to this credit note in four days.

Nov 10 — **Delivered and invoiced**

Delivery 1 installed on Level 14. Invoice INV-26-3310 issued for the delivered order, including all 30 task chairs.

Nov 10 — **2 chairs refused**

Both chairs were damaged in the truck. They were refused at unloading and recorded on delivery note DN-26-1187.

Nov 11 — **Credit chosen**

Janet Okafor, your office manager, chose a credit instead of replacements, as the delivery note allowed.

Nov 12 — **Price error reported**

Your accounts payable team matched the invoice to the sales order and found line 9 at $429.00 instead of $398.00.

Nov 13 — **Credit note issued**

This credit note, for both items, sent by email with the invoice reconciliation.

The refused chairs

Both chairs went back to our warehouse with the driver, so there is nothing for you to return or store.

We have filed the transit damage with our own fleet insurer. It does not affect your credit or your payment terms.



Photo taken at the dock, Nov 10, 2026

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Price correction in detail

Line 9 of the invoice against the price agreed in sales order SO-26-0942.

ITEM	QTY	AGREED	INVOICED	OVER	CREDIT
Conference chair CC-MESH-MB	18	$398.00	$429.00	$31.00	$558.00

Amounts before sales tax. The tax on the $558.00 is credited with the rest of the tax on page 3.

For your accounts payable team

- ☐ Record CN-26-0058 against invoice INV-26-3310, not as a separate payment
- ☐ Reduce the open balance to $75,247.75
- ☐ Reverse $198.44 of sales tax with the credit
- ☐ Pay the new balance by Dec 10, 2026
- ☐ File this credit note with delivery note DN-26-1187

How credits work at Oakline



STEP 1

Reported

On the delivery note at the dock, or in writing within 48 hours.



STEP 2

Checked

Against the sales order, the invoice and the photos.



STEP 3

Issued

A credit note naming the invoice it reduces, within 3 business days.



STEP 4

Applied

Taken off the open balance, or refunded if the invoice is paid.

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Questions about this credit note

1. Is this a refund?

No. The credit reduces the balance you still owe on invoice INV-26-3310. You simply pay less: $75,247.75 instead of $77,382.19.

2. Why is sales tax credited too?

Tax was charged on the full invoice. When the price goes down, the tax charged on the difference goes down with it, at the same 10.25% Chicago rate.

3. Can we still have replacement chairs?

Yes. Tell us before Nov 20, 2026 and we bring them with delivery 2 and invoice them then, at the sales-order price of $689.00 each.

4. Does the deposit change?

No. The $70,000.00 deposit stays applied to this invoice. Only the open balance changes.

5. What if we already paid the full balance?

Then the credit stays on your account and is taken off the invoice for delivery 2, or refunded by ACH within 10 business days if you prefer.

6. Why does the credit note show an invoice date?

A credit note always points back to the invoice it changes. The invoice date, November 10, 2026, tells your system which period the original charge was booked in.

7. Will the transit damage delay delivery 2?

No. The wall panels ship from the factory on their own schedule and are due on November 24, 2026 as planned.

8. Who do we call about it?

Dana Whitfield in accounts receivable, at +1 312 555 0152 or billing@oakline-interiors.example, quoting CN-26-0058.

What we changed

PROJECT PRICES

Invoices for your account now take prices from the sales order, never from the list price.

INVOICE CHECK

Large invoices are checked line by line against the sales order before they are sent.

STILL TO COME

- **Delivery 2.** Wall panels on Nov 24, 2026
- **Second invoice.** For the panels, after installation

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Your account after this credit

Every document on sales order SO-26-0942 so far.

DATE	DOCUMENT	CHARGE	CREDIT	BALANCE
Oct 14, 2026	Deposit received, ACH		$70,000.00	−$70,000.00
Nov 10, 2026	Invoice INV-26-3310, delivery 1	$147,382.19		$77,382.19
Nov 13, 2026	Credit note CN-26-0058		$2,134.44	$75,247.75

Balance due by Dec 10, 2026: $75,247.75. Delivery 2 will be invoiced separately.

Credit note terms

1. What it credits

1.1 This credit note applies only to invoice INV-26-3310 and only to the lines and amounts listed on page 2. Every other line of the invoice stays as invoiced.

2. How it is used

2.1 The customer deducts the credit from the balance of the invoice. A credit not used within 12 months is refunded to the customer on request.

3. Tax

3.1 Sales tax is credited at the rate charged on the invoice. Oakline reports the reduction on its Illinois sales tax return for the period in which this credit note is issued.

4. Goods

4.1 The 2 refused chairs are Oakline's property and were collected on November 10, 2026. The 18 conference chairs stay with the customer; only their price changes.

ISSUED BY



Dana Whitfield
Accounts Receivable Manager
Oakline Commercial Interiors

Date: 11 / 13 / 2026





PREPARED BY
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