Credit Note

CREDIT NOTE # KGS-CN-27-0218

DATE Jul 19, 2027

INVOICE DATE May 3, 2027

KEY STONE
GARDEN SUPPLY

FROM
Keystone Garden Supply Co.
Laura Fenstermacher
+1 717 555 0144
returns@keystonegarden.example
1850 Fruitville Pike, Lancaster, PA 17601

CREDIT TO
Willow Bend Garden Center
Greg Sheffield
+1 814 555 0137
greg@willowbendgarden.example
2401 E College Ave, State College, PA 16801
Credits invoice: KGS-INV-27-1532
Return authorization: RMA-27-0611

Credit for returned goods

Goods returned under RMA-27-0611 and received at our Lancaster warehouse on July 14, 2027.

$1,454.90
Total credit

92
Units returned

$173.10
Restocking fee

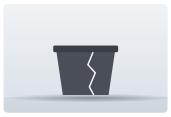
Why each item is credited

REASON	ITEMS	CREDIT RULE
End-of-season return	Planters 14 in, bird feeders, hoses	Seasonal allowance, less 15% restocking
Damaged in transit	Planters 18 in, charcoal	Full credit, reported within 48 hours
Shipped in error	String lights, wrong color	Full credit plus return freight

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Credit lines

Prices as on invoice KGS-INV-27-1532 of May 3, 2027.

#	ITEM	QTY	PRICE	DISC.	TAX	TOTAL
	Seasonal returns, less 15% restocking					
1	**Glazed ceramic planter 14 in, blue** Code: PL-14-BLU 	24 pcs	$18.50	15%	0%	$377.40
2	**Cedar bird feeder, hopper style** Code: BF-CED-H	30 pcs	$13.00	15%	0%	$331.50
3	**Garden hose 5/8 in x 50 ft** Code: HS-58-50	20 pcs	$16.00	15%	0%	$272.00
	Subtotal: Seasonal returns, less 15% restocking					**$980.90**
	Damaged in transit, full credit					
4	**Glazed ceramic planter 18 in, charcoal, cracked** Code: PL-18-CHR 	6 pcs	$26.00	–	0%	$156.00
	Subtotal: Damaged in transit, full credit					**$156.00**
	Shipped in error, full credit					
5	**Patio string lights 48 ft, cool white (warm white ordered)** Code: SL-48-CW	12 sets	$22.50	–	0%	$270.00
6	**Return freight for the mis-shipped lights** Code: FR-RTN	1 shipment	$48.00	–	0%	$48.00
	Subtotal: Shipped in error, full credit					**$318.00**

Subtotal before discounts	$1,628.00
Restocking fee	-$173.10
Subtotal (without taxes)	$1,454.90
Sales tax (none, bought for resale)	$0.00
Total credit	**$1,454.90**

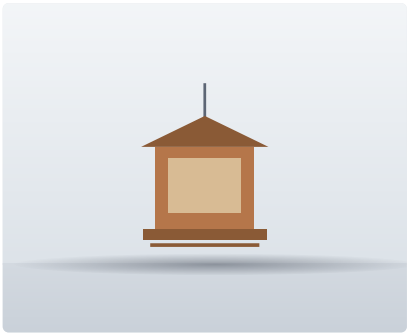
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Seasonal return allowance

Your spring program lets you return up to 10% of spring purchases, at cost, by July 15.

	AMOUNT
Spring 2027 purchases	$18,400.00
Allowance, 10%	$1,840.00
Returned this season, before restocking	$1,154.00
Allowance not used (expired July 15)	$686.00

What came back



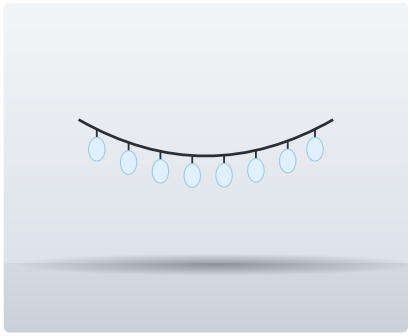
Resalable

Bird feeders, hoses and blue planters, unopened. Back into stock.



Damaged

6 charcoal planters cracked in transit. Claimed with the carrier.



Wrong item

Cool white lights sent instead of warm white.

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Returns inspection

Inspected on receipt by our returns team.

ITEM	RETURNED	ACCEPTED	CONDITION
Planter 14 in, blue	24	24	New, in cartons
Bird feeder, cedar	30	30	New, in cartons
Garden hose 50 ft	20	20	New, sealed
Planter 18 in, charcoal	6	6	Cracked, photos on file
String lights, cool white	12	12	New, sealed

What happens next



STEP 1

Credit applied

On your account today, July 19.



STEP 2

Shown on statement

On your July statement against invoice 1532.



STEP 3

Warm white lights

12 sets ship on your next order, no freight charge.

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Returns policy

1. Seasonal returns

1.1 Unopened seasonal goods may be returned up to 10% of the season's purchases by the date in the program, less 15% restocking.

2. Damage and errors

2.1 Report transit damage within 48 hours with photos. Our shipping errors are credited in full with return freight.

3. Using the credit

3.1 Credits are applied to open invoices first, then to future orders. Ask us for a check if your account has no balance.

APPROVED

Laura Fenstermacher

Laura Fenstermacher
Credit and Returns
Keystone Garden Supply Co.
Date: Jul 19, 2027

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CREDIT
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