



CREDIT NOTE POLICY

Please see the following requirements for credit note requests:

1. Complete the attached Ecotrend Credit Request form when applying for credit.

Important: All mandatory fields must be completed or credit cannot be issued.

To receive this form you can:

- Download from www.ecotrend.ca
 - Request from Customer Service. 1-800-665-7065 or orders@ecotrend.ca
2. Once completed, email or fax the Credit Request Form to:
 - Email (preferred): creditnotes@ecotrend.ca
 - Fax: 1-855-876-9846
 3. **Our Freight business partners require that a photo of damaged products is provided for all damage claims**
 4. Our credit note contact is **Jun** at **1-855-215-2291 x234** or email **creditnotes@ecotrend.ca**
 5. Standard processing time for credit is 2 weeks from the date of receipt.
 6. Please note: Exceptions for the completed form may be granted for authorized chain stores.