

# Harris Baking Credit Policy

*There are several ways in which Harris Baking issues credit for products. Please read carefully since each credit item listed may have different requirements.*

- **Cut Tickets**
  - This is product that has been invoiced but was not available and had to be cut. The cut ticket was written at the bakery and included with your invoice.
  - These cut tickets are turned into the office the next day.
  - Credit will be issued to the store by office personnel.
  - **The store does not have to do anything else to receive credit.**
  
- **Shortages**
  - This is product is invoiced but not there when product is checked in at the store.
  - Store must call or email office to receive credit.
  - **Credit requests must be received within one week of the invoice.**
  
- **Damaged Product**
  - This product is invoiced but received damaged when checked in by the store.
  - Store must call or email to receive credit.
  - **Credit requests must be received within one week of the invoice.**
  - Credit will not be issued when product has been mis-handled at the store level (example: stacking bread more than 2 loaves high causing the bottom loaf to mash)
  
- **New Store Openings.**
  - To help new stores determine their basic order needs, new stores will receive credit for any product not sold for **4 weeks** including the initial order. Harris Baking sales personnel will be available to help new stores develop their orders.
  - Store must call or email office to receive credit.
  - **Credit requests must be received within 60 days of the initial order.**
  
- **Special Promotions**
  - Occasionally, Harris Baking will offer special promotions guaranteeing the sale of a product for a limited period.
  - Store must call or email office to receive credit.
  - **Credit request must be received within 30 days of the end of the promotion.**
  
- **Flour Tortillas**
  - Only flour tortillas are guaranteed.
  - Flour tortillas must be put back into Harris bread trays for pick up.
  - **Harris Bakery drivers will pick up and issue a credit at the store.**
  - No flour tortillas 10 days past the expiration date will be given credit.