Notice of Non-compliant Delivery of Goods or Services

The following delivery of goods or services to the University of Houston was not in compliance with the terms of the purchase order, contract, or other agreement between the vendor and the university. The items below are being returned to the vendor or are in dispute for one of the following reasons: (1) damaged during shipment, (2) found to be non-functioning upon inspection, (3) of a different type or specification than ordered, (4) in excess of the quantity or volume ordered, (5) do not include all items ordered, (6) mailed to the incorrect address, (7) the order or contract was cancelled or amended to exclude the items delivered, or (8) for another reason indicated in the Remarks section.

Vendor name:_________________________ Vendor phone/fax:_________________________

Vendor address:________________________________________________________________________

UH document number:_________________________ Date of delivery:_________________________

Invoice number (if known):_________________________ Date items returned:_________________________

Items returned or in dispute:

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
<th>Reason Returned or In Dispute</th>
</tr>
</thead>
<tbody>
<tr>
<td>_______</td>
<td>___________</td>
<td>_____________________________</td>
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Remarks: __________________________________________________________________________________

The University of Houston requests that the vendor take the action(s) indicated below:

_____ Provide a RMI number for return shipping:_________________________. Fax to the UH contact below.

_____ Deliver replacements for damaged, non-functioning, or incorrect items returned to the vendor.

_____ Deliver returned items to the correct address, as indicated on the university purchase order, contract, or other order form.

_____ Issue a revised invoice that omits charges for items returned to the vendor due to an excess quantity or volume shipment. Do not deliver replacement items.

_____ Issue a revised invoice that omits charges for items returned to the vendor due to an amended or cancelled purchase order or contract. An amendment to the purchase order or contract has been requested.

_____ Issue a credit memo to the university department for items returned to the vendor, which will be applied to a future invoice. (Only available to departments that have an ongoing business relationship with a vendor.)

This notice was sent to the vendor by the following person at the university on (date):_________________________

Name:_________________________ Department:_________________________

Phone/Fax:_________________________ College/Division:_________________________

10/05/09