UNIVERSITY of HOUSTON

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.

Vendor name: _____ Vendor ID:_____

UH document number: _____ Date of delivery:_____

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

Quantity	Description	Returned or in dispute

Reason for returns/dispute:

☐ Items were found to be damaged non-functioning upon inspection.

☐ Items were of different type or specification than ordered.

☐ Items were in excess of the quantity or volume ordered.

☐ Items were missing.

☐ Other (see the comment below):

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

☐ Provide instructions for return shipping: Email 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 is a detailed statement of the amount of the invoice which is disputed.

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

College/Division:_____ Department:_____

Name:_____ Phone:_____ Email:_____