

Request a Credit

† Modified on 09/17/2024 12:15 pm EDT

Important: Completing this request does not guarantee a credit on the account. We reserve the right to issue refunds or credits at our sole discretion, or as required by applicable law. The information provided will be forwarded to the Credit Team for an in-depth review.

Follow the steps below to request a credit.

1. Select **Account Administration > Account Management**.
2. Click the **Request a Credit** link.
3. Place a check in the box to confirm that you have read and understand the agreement.
4. Select from the list of the **past three Invoices this Credit Request** pertains to.

 Requests must be made within 30 days of the invoice date.

5. Enter the **\$Amount** of the credit you are requesting.
 6. In the **Reason for Credit Request** field, type a brief description of why you are requesting this credit.
 7. Click the **Submit** button.
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