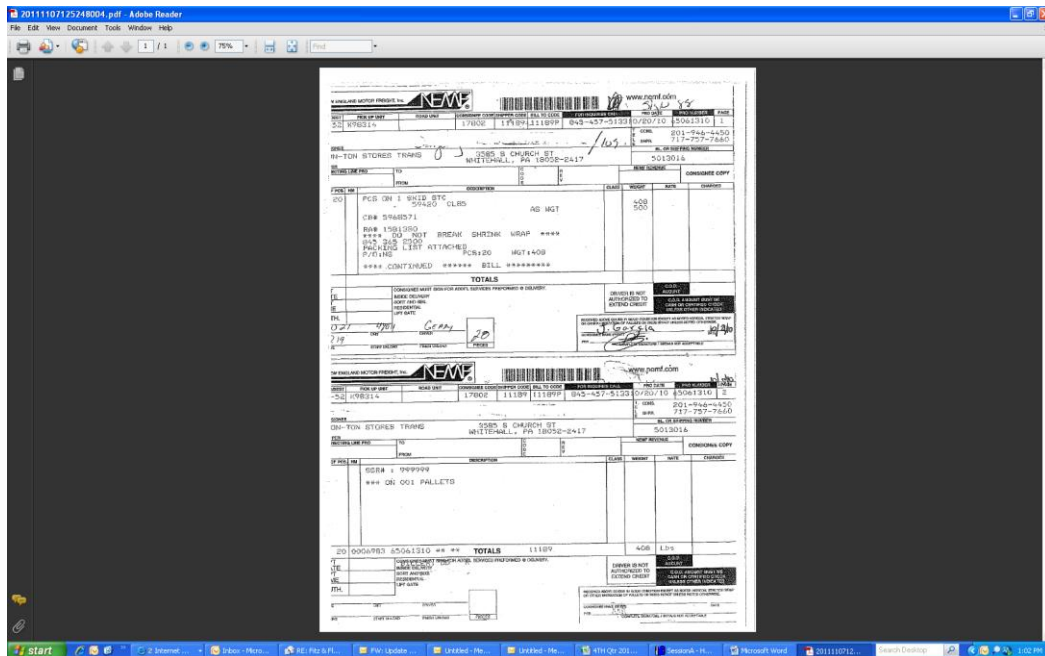


Return-to-Vendor Shipments – Requirements for filing Shortage, Damage or Non-delivery Claims

Vendor claims for shortages, damages and non-deliveries must be initiated within 90 days of the chargeback date.

1. Claim documentation must be submitted to your assigned Bon Ton Accounts Payable Customer Service Representative for research and resolution. If you are not aware of who to specifically contact, submit claim documentation to ap@bonton.com.
2. Claim documentation should be provided in Microsoft Excel and Adobe PDF formats and must include the following:
 - a) Vendor's copy of signed Bill of Lading(s) related to the disputed return-to-vendor shipment. (see example A1 & A2 below)
 - b) For claims of shortage or non-delivery: For each chargeback number, a comparison of actual received to chargeback quantities, listed by vendor style in a spreadsheet format. Style and extended cost amounts being disputed should also be listed. (see example B below)

For claims of damage: For each chargeback number, a listing of quantities delivered damaged and not acceptable for return, listed by vendor style in a spreadsheet format. Style and extended cost amounts being disputed should also be listed. (see example B below)



Example A1 – BOL Shipping Document

