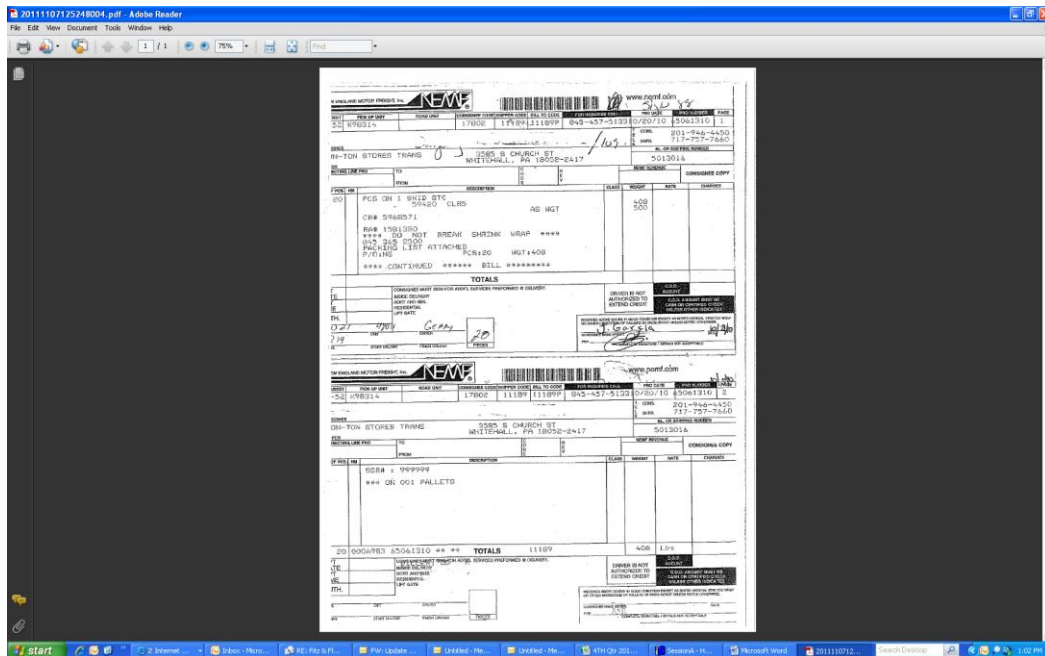


Return-to-Vendor Shipments – Requirements for filing Shortage, Damage or Non-delivery Claims

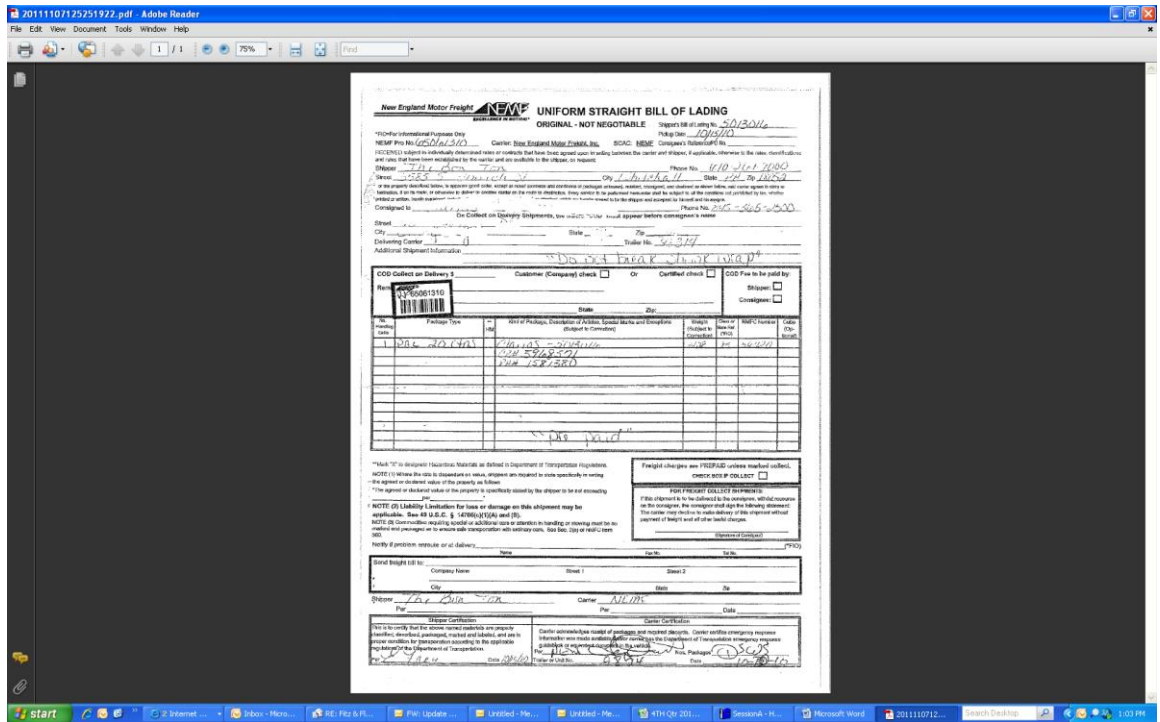
Vendor claims for shortages, damages and non-deliveries must be initiated within 90 days of the chargeback date.

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



Example A2 – BOL Shipping Document

4TH Qtr 2010 Return Discrepancies.XLS [Read-Only] [Compatibility Mode] - Microsoft Excel

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	BT	Charback #	ITEM #	DESCRIPTION	QTY RECEIVED	PRICE PER UNIT	TOTAL CREDIT	QTY RETURNED	PRICE PER UNIT	TOTAL DEDUCTED	Variance QTY	Variance EXT Total	PRICE				
1	5979999	ABC1		Short Sleeve T in blue	52	(20.20)	-1050.40	76	20.20	1,535.20	-24	(484.80)	-				short 24 units
2	5979999	ABC2		Short Sleeve T in red	58	(20.20)	-1171.60	62	20.20	1,252.40	-4	(80.80)	-				short 4 units
3	5979999	ABC3		Short Sleeve T in green	46	(20.20)	-929.20	48	20.20	969.60	-2	(40.40)	-				short 2 units
4	5979999	ABC4		Short Sleeve T in yellow	70	(20.20)	-1414.00	71	20.20	1,434.20	-1	(20.20)	-				short 1 unit
5	5979999	ABC5		Short Sleeve T in orange	66	(20.20)	-1333.20	67	20.20	1,353.40	-1	(20.20)	-				short 1 unit
6	5979999	ABC6		Short Sleeve T in purple	58	(20.20)	-1171.60	51	20.20	1,030.20	7	141.40	-				over received 7 units
7	5979999	ABC7		Long Sleeve T in blue	44	(25.20)	-1108.80	46	25.20	1,159.20	-2	(50.40)	-				short 2 units
8	5979999	ABC8		Long Sleeve T in red	40	(25.20)	-1008.00	46	25.20	1,159.20	-6	(151.20)	-				short 6 units
9	5979999	ABC9		Long Sleeve T in green	55	(25.20)	-1386.00	57	25.20	1,436.40	-2	(50.40)	-				short 2 units
10	5979999	ABC10		Long Sleeve T in purple	59	(25.20)	-1486.80	60	25.20	1,512.00	-1	(25.20)	-				short 1 unit
11	5979999	ABC11		Long Sleeve T in orange	6	(25.20)	-151.20	7	25.20	176.40	-1	(25.20)	-				short 1 unit
12					-551		-12210.80	591		13,018.20		(807.40)					TOTAL Shortage on Return
13																	
14																	
15				AMOUNT DEDUCTED			13,018.20										
16				CREDIT ISSUED			(12,210.80)										
17				BALANCE DUE Vendor			807.40										
18																	
19																	
20																	
21																	
22																	
23																	
24																	
25																	
26																	
27																	
28																	
29																	
30																	
31																	

Example B - Shortage Spreadsheet.

Return-to-Vendor Shipments:
 Requirements for filing Shortage, Damage
 or Non-delivery Claims
 Effective November 2011

THE BON TON STORES, INC.