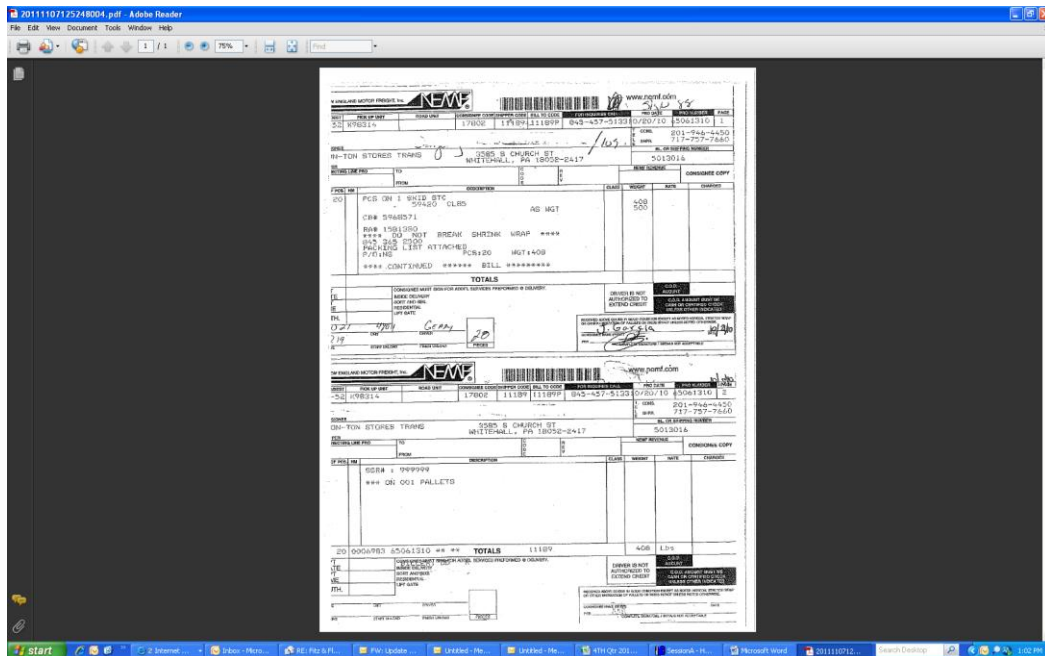


Return-to-Vendor Shipments – Requirements for filing Shortage, Damage or Non-delivery Claims

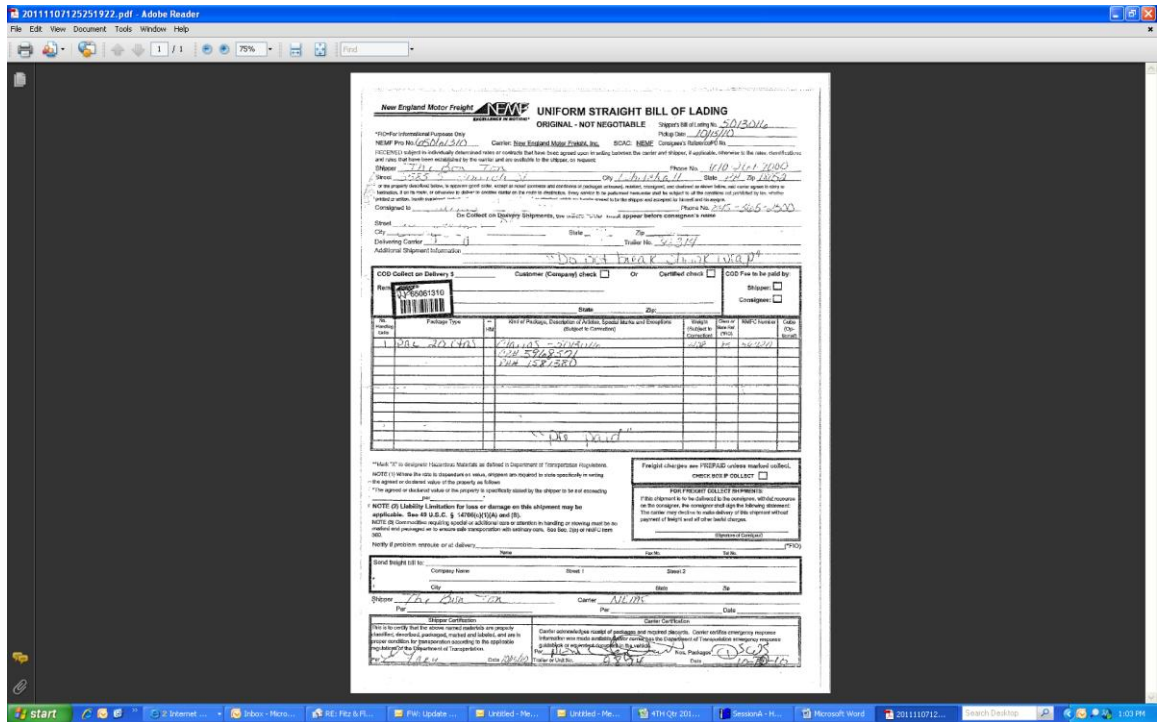
Vendor claims for shortages, damages and non-deliveries must be initiated within 90 days of the chargeback date.

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

BT Charback #	ITEM #	DESCRIPTION	QTY RECEIVED	PRICE PER UNIT	TOTAL CREDIT	QTY RETURNED	PRICE PER UNIT	TOTAL DEDUCTED	Variance QTY	Variance EXT Total	PRICE
5979999	ABC1	Short Sleeve T in blue	52	(20.20)	-1050.40	76	20.20	1,535.20	-24	(484.80)	-
5979999	ABC2	Short Sleeve T in red	58	(20.20)	-1171.60	62	20.20	1,252.40	-4	(80.80)	-
5979999	ABC3	Short Sleeve T in green	46	(20.20)	-929.20	48	20.20	969.60	-2	(40.40)	-
5979999	ABC4	Short Sleeve T in yellow	70	(20.20)	-1414.00	71	20.20	1,434.20	-1	(20.20)	-
5979999	ABC5	Short Sleeve T in orange	66	(20.20)	-1333.20	67	20.20	1,353.40	-1	(20.20)	-
5979999	ABC6	Short Sleeve T in purple	58	(20.20)	-1171.60	51	20.20	1,030.20	7	141.40	-
5979999	ABC7	Long Sleeve T in blue	44	(25.20)	-1108.80	46	25.20	1,159.20	-2	(50.40)	-
5979999	ABC8	Long Sleeve T in red	40	(25.20)	-1008.00	46	25.20	1,159.20	-6	(151.20)	-
5979999	ABC9	Long Sleeve T in green	55	(25.20)	-1386.00	57	25.20	1,436.40	-2	(50.40)	-
5979999	ABC10	Long Sleeve T in purple	59	(25.20)	-1486.80	60	25.20	1,512.00	-1	(25.20)	-
5979999	ABC11	Long Sleeve T in orange	6	(25.20)	-151.20	7	25.20	176.40	-1	(25.20)	-
			-551		-12210.80	591		13,018.20		(807.40)	TOTAL Shortage on Return
		AMOUNT DEDUCTED			13,018.20						
		CREDIT ISSUED			(12,210.80)						
		BALANCE DUE Vendor			807.40						

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.