

DXL GROUP

CHARGEBACK ASSESSMENT CHART August 06, 2024

VIOLATION NUMBER	NON-COMPLIANCE ISSUE	NON-COMPLIANCE ASSESSMENT	DEPARTMENT RESPONSIBLE
1	ASN not available at the time of receiving	\$8 PER CASE/ max \$2,000 per shipment	QUALITY CONTROL
2	ONE ASN PER CONTAINER OR TRAILER	\$1 PER CASE	QUALITY CONTROL
3	ADMIN FEE PER SHIPMENT (TRAILER OR CONTAINER)	\$250.00	QUALITY CONTROL
4	RTV Due to Vendor Error or Quality Issue	Recoup freight in cost + DC labor cost	QUALITY CONTROL
5	TRAILER / CONTAINER / PALLET LOADING VIOLATION – Not loaded by PO and SKU	\$3 PER CASE	QUALITY CONTROL
6	UCC128 LABEL NOT APPLIED TO CASE	\$8 PER CASE	QUALITY CONTROL
7	GOH Units Mixed on Container	\$1.50 PER UNIT	QUALITY CONTROL
8	UCC128 CARTON LABEL CAN NOT BE SCANNED	\$8 PER CASE	QUALITY CONTROL
9	PID STICKERS NOT APPLIED TO NON EDI CASES	\$5 PER CASE	QUALITY CONTROL
10	UCC128 LABEL APPLIED TO THE WRONG SIDE OF THE CASE	\$5 PER CASE	QUALITY CONTROL
11	UCC128 LABEL APPLIED TO THE WRONG CASE	\$8 PER CASE	QUALITY CONTROL
12	UCC128 LABEL HAS INCORRECT INFORMATION	\$8 PER CASE	QUALITY CONTROL
13	MIXED SKU CASES (APPLIES TO 'EACH' ORDERS)	\$15 PER CASE	QUALITY CONTROL
14	PRODUCT SHIPPED IN AN INNER BOX OR BAG	\$4 PER CASE	QUALITY CONTROL
15	MERCHANDISE SHIPPED WITHOUT POLYBAGS/PIDs	\$4 PER UNIT	QUALITY CONTROL
16	PREPACK CASES NOT PACKED ACCORDING TO PURCHASE ORDER - Systemic fix	\$10 PER CASE	QUALITY CONTROL
16A	PREPACK CASES NOT PACKED ACCORDING TO PURCHASE ORDER - Manual Fix	\$18 PER CASE	QUALITY CONTROL
17	GOH – GARMENT ON HANGERS - PACKED IN FLAT PACK CASES	\$1 PER UNIT	QUALITY CONTROL
18	WRONG TICKET APPLIED TO MERCHANDISE	\$3 PER UNIT	QUALITY CONTROL
19	TICKETS WITH EITHER WRONG OR NO RETAIL APPLIED TO MERCHANDISE	\$3 PER UNIT	QUALITY CONTROL
20	MERCHANDISE SHIPPED WITHOUT TICKETS	\$3 PER UNIT	QUALITY CONTROL
21	PRODUCT IDENTIFICATION STICKER (PID) NOT APPLIED TO POLY BAG	\$3 PER UNIT	QUALITY CONTROL
22	MERCHANDISE SHIPPED IN UNSEALED POLYBAGS	\$1.50 PER UNIT	QUALITY CONTROL
23	POLYBAGS MISSING ENGLISH AND SPANISH SUFFOCATION WARNINGS	\$2.50 PER UNIT	QUALITY CONTROL
24	LABOR - TOTAL COST OF LABOR HOURS USED TO PROCESS 100% INSPECTIONS IN DC	\$36.00 PER HOUR	QUALITY CONTROL
25	SHIPMENT ARRIVES UNAUTHORIZED	\$300 PER SHIPMENT	QUALITY CONTROL
26	TICKETS OR POLYBAG STICKERS NOT ORDERED THROUGH NEXGEN	\$300 PER PO	QUALITY CONTROL