

Chargebacks

Charge-back	Fee
Shipping without Authorization	\$500.00 + Freight
Shipping with an expired Authorization	\$150.00 + Freight
Shipment shipped to wrong destination	\$150.00 + Freight
Unauthorized changes to shipment (cartons or weight)	\$150.00 + Freight
Freight charges added to invoice	\$150.00 + Freight Charged Back
Shipping Oversized UPS packages without authorization	\$150.00 + Difference in Freight
Bill of Lading not faxed/emailed or is faxed/emailed with incorrect information	\$150.00
No Authorization number on documentation	\$150.00
No PO number on documentation	\$150.00
Invoice Different From Purchase Order (ex: quantity, terms, pricing, PO charges)	\$150.00 per Violation
Unapproved pallet use	\$150.00 + \$25.00 per pallet
Unauthorized accessorial charges	\$150.00 + Amount of actual charges
Cartons not marked/labeled according to instructions	\$150.00 + \$5.00 per carton
Genesco Reference numbers not used in reference fields	\$150.00 + \$5.00 per carton
Using Genesco's 3 rd Party UPS Account for other companies	\$500.00 + gross freight
Using Incorrect Genesco's 3 rd Party UPS Accounts	\$150.00 + gross freight
UPS shipped incorrect service level	\$150.00 + gross freight
UPS Insurance Charged	\$150.00 + Insurance
Store name and number do not appear in UPS address fields	\$150.00 + \$5.00 per carton
Case label does not scan	\$150.00 + \$5.00 per carton
Merchandise shipped without ASN	\$150.00 + \$5.00 per carton
Incomplete or Inaccurate ASN	\$150.00 + \$5.00 per carton
Failure to provide accurate information on routing requests	\$150.00 + Difference in Freight
ASN technically wrong	\$150.00 + \$100 per ASN
Item barcode does not scan or incorrect data	\$150.00 + \$1.00 per barcode
Shipment does not match purchase order	\$150.00 + up to \$5.00 per carton
Failure to consolidate shipments on the same day	\$150.00 + Freight
Using unauthorized carrier for your shipping point	\$150.00 + Freight
Shipping more than once in a 48 hour period	\$150.00 + Freight
Failure to follow POE Procedures	\$250.00 per occurrence
Failure to follow Packaging Standards	\$150.00 + \$5.00 per carton
Product not labeled according to instructions	\$150.00 + Actual Labor
Purchase orders not loaded in sequence	\$150.00 + \$5.00 per carton
Tracking numbers not emailed/faxed by the end of next business day	\$150.00