

Sell Books Direct Chargebacks

Effective 9/15/2016

Please first reference our [Freight Shipping Instructions](#) on the sellbooksdirect.com website.

The following fees may be assessed to your invoice, and payment reduced, after one warning of each offense. For example, the first time we receive an overweight pallet a warning will be issued. Subsequent times we receive an overweight pallet, fees will be assessed. Vendors will thus receive one warning for each type of chargeback listed below.

Problem with Late Shipment

Invoice is not shipped within 2 weeks after the ship date noted on Sell Books Direct 1% cost of invoice

Operational impact of your non-compliance:

It is critical for our staff to receive all shipments within the time frame agreed upon. This will allow us to to prioritize and receive freight accurately and process your invoice in timely manner. **You are exempt from this chargeback if you receive an email approval for a late shipment.**

Problem with Receiving Process

Overweight pallet > 1500 lbs.....\$100.00 per pallet

Overweight carton > 50 lbs.....\$20.00 per carton

Operational impact of your non-compliance:

Overweight cartons and pallets increase the risk of injury to our Associates and damage to our equipment. This increases our costs and the time between receiving your shipments and processing your invoice.

Missing invoice # or incorrect invoice # on BOL.....\$25.00 per pallet

**Missing pallet label with the Sell Books Direct invoice # on the pallet
.....\$25.00 per pallet**

No PO/invoice label on carton.....\$5.00 per carton

Operational impact of your non-compliance:

A shipment that is missing the purchase order number on cartons and on pallet label:

- Impacts our ability to receive the product against the (correct) invoice
- Increases cycle time to receive a product
- Requires us to use additional labor to find or research the correct invoice

Mixing multiple invoices in one carton.....\$5.00 per carton

We cannot accept any kind of combined or consolidated invoices that placed into the same carton. Units shipped against multiple invoices/buylist may be physically combined into the same shipment with clear marking on carton and must correctly reference the invoice numbers that were originally submitted.

Operational impact of your non compliance:

- Impacts our ability to receive the product against the (correct) invoice
- Increases cycle time to receive a product
- Requires us to use additional labor to find or research the correct invoice

Not using 4 way wooden pallet (minimum of grade B).....\$20.00 per pallet

Operational impact of your non-compliance:

Using unsturdy pallets often causes shipments to come undone during intransit time. Carrier may need to restack your shipment which exposes the risk of losing some of your cartons. This will result in a delay of the receiving process of your shipment and may require us to use extra admin time to retract and recover the shipment.

High Condition Problem rate > 5% of accepted units.....\$1.00 per book over 5%

Operational impact of your non-compliance:

Large number of books eligible for return takes up valuable storage space and causes extra labor to pull, package and ship them back to vendors.

Partially shipped orders that cannot be received.....Storage fee of \$10 per pallet, per week

Operational impact of your non-compliance:

Partially shipped orders than sit in pending status take up valuable storage space in our warehouse and extra admin labor to handle.