

**UPR Merchandise Chargeback Schedule
Domestic U.S.A. Origins**

In addition to the fee schedule below a \$100 administration* fee will be assessed per chargeback form submission.

Non-Compliance Issue	Non-Compliance Cost USD**	
	Minimum	Maximum
Shipping and Packing Slip Violations		
UPRM Traffic Department not contacted prior to shipping	\$200.00	\$500.00
Unauthorized freight carrier used	Full Freight Charged	
Order shipped prior to P.O. ship date or past cancel date without authorization	Original cost of freight to the location + Return to Vendor freight costs	
Misdirected Freight (Freight sent to the wrong destination)	Original cost of freight to the wrong location + Freight to correct the error	
Purchase Order on Bill of Lading is missing or incorrect	\$200.00	\$500.00
Packing slip not included with merchandise	\$200.00	\$500.00
Carton containing packing slip not marked	\$100.00	\$250.00
UPRM SKU number or vendor style number not on packing slip	\$200.00	\$500.00
Shipped without valid General Certificate of Conformity (GCC) recorded in Universal Compliance Portal (UCP)	\$200.00	\$500.00
Shipped without valid test report and/or compliance documentation recorded in Universal Compliance Portal (UCP)	\$200.00	\$500.00
General Receiving and Warehouse Operations Violations		
Received quantity per item does not match shipping documents	All charges to correct the entry	
Additional Quality Control examination for product integrity concerns	\$25.00 per labor hour	
Storage Assessments:		
Product is on hold while in Universal's possession due to unresolved compliance issues longer than 14 calendar days	\$100 per day 15-30 days	\$200 per day 30+ days
Product is on hold while in Universal's possession due to unresolved Return to Vendor issues longer than 14 calendar days	\$100 per day 15-30 days	\$200 per day 30+ days
Master Carton Violations:		
Master carton label missing	Scale Below	
Carton contents do not match master label description	Scale Below	
UPR Purchase Order number missing, incorrect, or not scannable	Scale Below	
UPR SKU number missing, incorrect, or not scannable	Scale Below	
Product description missing or incorrect	Scale Below	
Carton quantity missing or incorrect	Scale Below	
Partial carton not clearly marked or multiple partial cartons of a single SKU / PO	Scale Below	
Batch code missing or incorrect	Scale Below	
Non-standard shipping carton - oversize / weight	Scale Below	
Multiple SKU numbers per carton	Scale Below	
Multiple Purchase Orders in a carton	Scale Below	
Expiration or 'Best By' dates missing or incorrect date format	Scale Below	

Inner pack Label Violations:	
Inner pack does not have label	Scale Below
UPR SKU number missing, incorrect, or not scannable	Scale Below
UPR Purchase Order number missing or incorrect	Scale Below
Product description missing or incorrect	Scale Below
Inner pack not marked with correct quantity	Scale Below
Partial inner pack not clearly marked or multiple partial inner packs of a single SKU / PO	Scale Below
Non-standard inner pack quantities	Scale Below

Ticketing Violations:	
Merchandise not pre-ticketed	Scale Below
Pre-ticketed with incorrect information (SKU #, Price, PO#)	Scale Below
Pre-ticketed with un-scannable barcode	Scale Below
Pre-ticketed with wrong ticket type	Scale Below

Label & Ticket Fee Schedule					
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Master Carton Inner pack Labels		Inner pack Labels			Price Tickets
0 - 20 Labels	\$3.00 per Carton	0 - 80 Labels	\$1.00 per Label	1 - 150 Units	\$0.75 per Ticket
21 - 100 Labels	\$2.50 per Carton	81 - 400 Labels	\$0.90 per Label	151 - 300 Units	\$0.70 per Ticket
101+ Labels	\$2.00 per Carton	401+ Labels	\$0.80 per Label	301 - 500 Units	\$0.65 per Ticket
				501 - 750 Units	\$0.60 per Ticket
				751 - 1000 Units	\$0.55 per Ticket
				1,001+ Units	\$0.50 per Ticket

When a purchase order needs both master and inner pack labels: Charges will be based on the higher cost and is not cumulative.

* Administrative fee is assessed once per chargeback submission and is not cumulative for multiple violations within a single chargeback form.
 ** Amount of chargeback may vary depending on the severity and frequency of each infraction.