

**UPR Merchandise Chargeback Schedule  
International 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
<b>Logistics / Compliance</b>		
<i>All</i> required documents not submitted to Universal Parks & Resorts (UPR) designated Freight Forwarder's origin office within 72 hours of vessel departure	\$200.00	\$500.00
Inaccurate or missing information on commercial documents	\$200.00	\$500.00
Importer Security Filing (ISF) data not supplied at time of booking with the Freight Forwarder	\$200.00	\$500.00
Importer Security Filing (ISF) data does not match Purchase Order data:		
A. Manufacturer provided on ISF is an approved UPR audited factory	\$200.00	\$500.00
B. Manufacturer provided on ISF is not approved by UPR (charge is based on audit cost)	\$500.00	\$5,000.00
Freight not booked at least 14 calendar days prior to Start Ship Date on P.O.	\$200.00	\$500.00
Freight available date in booking request is after P.O. cancel date (missed shipping window)	\$200.00	\$500.00
Freight turned over date does not match freight available date in the approved booking	\$200.00	\$500.00
P.O. not shipped complete without prior approval from UPRM	\$200.00	\$500.00
Cancellation or modification of booking made with Freight Forwarder less than 7 days prior to vessel cut-off	\$200.00	\$500.00
Not consolidating multiple PO's shipping at the same time and to the same destination into a single booking	\$200.00	\$500.00
Cargo delivered to incorrect FOB/FCA point	\$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
<b>Freight Receipt at Distribution Center</b>		
<b>General Receiving and Warehouse Operations Violations</b>		
Received quantity per item does not match shipping documents	All charges to correct the entry with US Customs	
UPR SKU number not on packing slip	\$200.00	
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
<b>Master Carton Violations:</b>		
Master carton label missing	See Scale Below	
Carton contents do not match master label description	See Scale Below	
UPR Purchase Order number missing, incorrect, or not scannable	See Scale Below	
UPR SKU number missing, incorrect, or not scannable	See Scale Below	
Product description missing or incorrect	See Scale Below	
Carton quantity missing or incorrect	See Scale Below	
Partial carton not clearly marked or multiple partial cartons of a single SKU / PO	See Scale Below	
Batch code missing or incorrect	See Scale Below	
Non-standard shipping carton - oversize / weight	See Scale Below	
Multiple SKU numbers per carton	See Scale Below	
Multiple Purchase Orders in a carton	See Scale Below	
Expiration or 'Best By' dates missing or incorrect date format	See Scale Below	

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

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

Label & Ticket Fee Schedule					
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
<p><b>When a purchase order needs both master and inner pack labels: Charges will be based on the higher cost and is not cumulative.</b></p>				501 - 750 Units	\$0.60 per Ticket
				751 - 1000 Units	\$0.55 per Ticket
				1,001+ Units	\$0.50 per Ticket

\* 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.