



# Lakeshirts Inc. / Blue 84

Vendor Compliance Guide

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## Introduction- Manual Overview

Our vendors are a critical part of the Lakeshirts Experience. At Lakeshirts, we believe a strong, positive relationship with each vendor is key to our success as a company. We look forward to partnering with you to become a staple in our marketplace.

The Vendor Guide is designed to give you an overview of our company and will serve as a comprehensive guide to doing business with us.

In the guide we will walk you through the purchasing process in the same succession that you will experience as you bring products to the market with us. Each section of the guide includes detailed information pertaining to a topic.

The following topics are discussed:

- Corporate Social Responsibility
- Responsible Purchasing Policy
- Lakeshirts Code of Conduct
- Lakeshirts Values
- Compliance & On-Boarding Checklist
- A Word on Audits
- Compliance Acknowledgement
- Purchase Orders
- Product Samples
- Product Labels & Packaging
- Shipping
- Vendor Billing & Payment Terms
- Work in Progress Reports (WIP)
- Chargebacks

Upon completion of reviewing the company policies you will be asked to sign the Acknowledgement Form. The form may be emailed to [corporateresponsibility@lakeshirts.com](mailto:corporateresponsibility@lakeshirts.com).

# Corporate Social Responsibility Policy

## **Corporate Social Responsibility (CSR) Introduction**

We take respect for human rights and compliance with labor laws very seriously. our responsibility means conducting business in a socially responsible and ethical manner, supporting human rights and engaging, learning from, respecting and supporting the communities and cultures with which we work. We will ensure all matters of CSR are considered and supported in our operations and administrative matters.

As a requirement of our relationships with Fair Labor Association affiliated universities and colleges, lakeshirts has become a “participating Company” in the Fair Labor Association (FLA) and has adopted a code that meets or exceeds FLA Workplace Code of Conduct. We select business partners based on their shared commitment to our ethical practices and ensure that they agree to our detailed standards of business conduct. That includes not only compliance with labor standards, but also execution of periodic factory audits to ensure that specified requirements are indeed being met.

We seek to be a leader in these areas through our words, conduct, and actions. We feel it is important, and where applicable, we invite you to join us. All Lakeshirts employees and contractors will adopt the CSR considerations described in this policy into their day-to-day work activities. Lakeshirts leaders will act as role models by incorporating those considerations into decision-making in all business practices.

## **Business Ethics and Transparency**

Lakeshirts is committed to maintaining excellence in its daily operations and promoting confidence in our governance systems. lakeshirts recognizes the importance of protecting all of our human, financial, physical, informational, social, environmental, and reputational assets. Lakeshirts considers suppliers our partners and will work with them to help us achieve our policy aspirations in the delivery of our products and services.

## **Environmental Health & Safety**

Lakeshirts is committed to protecting the health and safety of all individuals affected by our activities, including our employees, contractors and the public. lakeshirts will provide a safe and healthy working environment, and will not compromise the health and safety of any individual. Our goal is to have no accidents and mitigate impacts on the environment by working with our peers and others to promote responsible environmental practices and continuous improvement. All employees are responsible and accountable for contributing to a safe working environment, for fostering safe working attitudes, and for operating in an environmentally responsible manner.

## **Employee Relations**

Lakeshirts will ensure that employees are treated fairly and with dignity and consideration for their goals and aspirations and that diversity in the workplace is embraced.

Lakeshirts will apply fair labor practices, while respecting national and local labor laws.

Lakeshirts is committed to providing equal opportunity in all aspects of employment and will not engage in or tolerate unlawful workplace conduct, including discrimination, intimidation, or harassment.

## **Human Rights**

Lakeshirts recognizes that governments have the primary responsibility to promote and protect human rights. Lakeshirts will work with governments and agencies to support and respect human rights within our sphere of influence.

Lakeshirts will not tolerate human rights abuses, and will not engage or be complicit in any activity that solicits or encourages human rights abuse.

## **Community**

Lakeshirts recognizes our responsibility to work in partnership with the community in which we operate. Lakeshirts will contribute to quality of life by supporting innovative programs in health, education, social services and the environment, as well as cultural and civic projects.

## Responsible Purchasing Policy

At Lakeshirts, we realize that responsible business practices start with partnering with suppliers and factories that have the same commitment to Corporate Social Responsibility (CSR) and share our same core values. We have high expectations of our manufacturing partners in terms of quality, lead times, service, and compliance. We also have high expectations of ourselves and how our decisions affect our supplier's ability to maintain proper workplace standards.

We ensure this through timely development, careful planning, and regular checks both with our suppliers and also internally. Lakeshirts is committed to working with our manufacturing partners to ensure that our sourcing and purchasing decisions comply with our core values and code of conduct. These types of decisions include the following:

### Financial:

- Contractual and financial terms that do not adversely impact the Workplace standards at the factories, including maintaining legal mandated wages, benefits, and compensation

### Planning:

- Product development, order placement/purchasing, and production lead times that help reduce the risk of excessive overtime, unauthorized subcontracting, or any other negative supply chain impacts

### Long-Term Partnership:

- A commitment to long term partnerships with suppliers and recognition of those suppliers that deliver outstanding records of compliance with workplace standards, reduction in environmental impacts, and excellent product safety standards

### Proposition 65:

Items sold by Lakeshirts, Inc. do not contain chemicals which are listed as part of Proposition 65. This information is based on our current level of knowledge and covers products supplied by Lakeshirts Inc. as of February 2019..

For more information on Proposition 65 or chemicals lists as part of this regulation, customers may visit California's Office of Environmental Health Hazard Assessment (OEHHA) website at <http://oehha.ca.gov/proposition-65>.

All relevant employees engaged in development, planning, costing, sourcing, and purchasing activities are expected to conduct their work consistently with the principles of this policy. The Lakeshirts CSR committee will review this policy regularly to ensure it remains relevant and effective. If ever any sourcing and/or purchasing practices are identified as having potential negative impacts on our supply chain prompt action will be taken to remediate.

Lakeshirts takes a long term approach to our CSR efforts and along with our suppliers, will strive for continuous improvement to the policies and processes in this key area.

Additionally, Lakeshirts has established a Code of Conduct Policy which specifies fundamental rights that employees, contractors, and suppliers will adhere to. It is imperative that all suppliers make an effort to adhere to the Code of Conduct.

To that end, Lakeshirts implemented the following processes to continually rate supplier performance and encourage their overall commitment the purchasing policy and to improving workers lives.

#### Supplier Scorecards:

Lakeshirts will document supplier scorecards to indicate the overall assessment of the agent or factory. The scorecard contains four blocks, each block addressing an important component of the supplier's performance. The four blocks include: Service, Delivery, Quality, and Corporate Social Responsibility.

#### Supplier Recognition:

Lakeshirts understands the need to provide the supplier with consistent feedback concerning the company's overall performance and value to Lakeshirts. The Preferred Supplier Program was developed in order to incentivize suppliers and encourage outstanding performance and adherence to exceptional social standards. In an effort to recognize suppliers that have met or achieved supplier standards contained within this Vendor Guide, suppliers will achieve one of the following statuses: Gold, Silver and Bronze.

The Lakeshirts Workplace Code of Conduct is contained within this guide.

### **The Supply Chain Relationships**

Lakeshirts maintains a supply chain list that includes details of vendors and suppliers including the type of business association or relationship each party has. This is a requirement of the Fair Labor Association as well as other regulatory bodies.

The following are the types of business associations that currently exist between Lakeshirts and its vendors/suppliers:

Factories/ Manufacturers: The production processes associated to factories and manufacturers include the sewing, cutting, dyeing, screen printing, knitting, embroidering, cropping, and washing.

Agents/Brokers or Intermediaries: The intermediary may engage a factory directly, however may only source from a list of Lakeshirts pre-approved factories/manufacturers. If the intermediary would like to source from a new factory or through an additional agent, then they must first seek pre-approval with Lakeshirts.

Although it is the policy of Lakeshirts to maintain direct contact with all of its factories including those engaged by the agents. It is also expected that Agents will be primarily responsible for communications to additional agents. The Agent is integral in making sure that factories understand the expectations. If the Agent fails to comply then they are at risk of jeopardizing future business with Lakeshirts.

Contractors: The Fair Labor Association does not require Lakeshirts to disclose contractors, however Lakeshirts chooses to be fully transparent and discloses them. The contractors utilized by Lakeshirts are typically engaged on a seasonal basis. Contractors are not permitted to apply any collegiate logos on behalf of Lakeshirts unless there is a fully executed Authorized Manufacturers Agreement in place.

Distributors: On the occasion that the factory will not sell directly to Lakeshirts it may be necessary to engage a Distributor. In this case the distributor does not act on behalf of Lakeshirts, as an agent would.

There are many reasons why Lakeshirts engages a broad range of suppliers in its supply chain management. Besides the fact that each supplier offers a different product or service in the production process, Lakeshirts must always evaluate other factors such as varying production capacities, product shortages, regional concerns, business growth, market dynamics, environmental challenges, and regulation. In addition to making sure that purchasing decisions comply with our core values and code of conduct, these factors are considered prior to us issuing a purchase order.

Due to continued business growth, Lakeshirts continues to develop new relationships with new suppliers while strengthening the existing ones, recognizing that true success in supply chain management occurs when all parties find value in the engagement.

# Lakeshirts Workplace Code of Conduct

Lakeshirts, Inc. d/b/a Blue 84 and all its employees and representatives are opposed to forced, unfair, and abusive labor practices and use the Fair Labor Association Workplace Code of Conduct as our guide to selecting partners that share our values and beliefs. We strongly believe our Code of Conduct follows this commitment and contains the minimum of basic Human Rights and we require all of our vendors and suppliers to adopt this code.

It is imperative that all suppliers adhere to these standards.

## **EMPLOYMENT RELATIONSHIP**

Employers shall adopt and adhere to rules and conditions of employment that respect workers and, at a minimum, safeguard their rights under national and international labor and social security laws and regulations.

## **NONDISCRIMINATION**

No person shall be subject to any discrimination in employment, including hiring, compensation, advancement, discipline, termination or retirement, on the basis of gender, race, religion, age, disability, sexual orientation, nationality, political opinion, social group or ethnic origin.

## **HARASSMENT OR ABUSE**

Every employee shall be treated with respect and dignity. No employee shall be subject to any physical, sexual, psychological or verbal harassment or abuse.

## **FORCED LABOR**

There shall be no use of forced labor, including prison labor, indentured labor, bonded labor or other forms of forced labor.

## **CHILD LABOR**

No person shall be employed under the age of 15 or under the age for completion of compulsory education, whichever is higher.

## **FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING**

Employers shall recognize and respect the right of employees to freedom of association and collective bargaining. No employee shall be subject to harassment, intimidation or retaliation for her/his efforts to freely associate or bargain collectively.

## **HEALTH, SAFETY AND ENVIRONMENT**

Employers shall provide a safe and healthy workplace setting to prevent accidents and injury to health arising out of, linked with, or occurring in the course of work or as a result of the operation of employers' facilities.

Employers shall adopt responsible measures to mitigate negative impacts that the workplace has on the environment.

## **HOURS OF WORK**

Employers shall not require workers to work more than the regular and overtime hours allowed by the law of the country where the workers are employed. The regular work week shall not exceed 48 hours.

Employers shall allow workers at least 24 consecutive hours of rest in every seven-day period. All overtime work shall be consensual. Employers shall not request overtime on a regular basis and shall compensate all overtime work at a premium rate. Other than in exceptional circumstances, the sum of regular and overtime hours in a week shall not exceed 60 hours.

## **COMPENSATION**

Every worker has a right to compensation for a regular work week that is sufficient to meet the worker's basic needs and provide some discretionary income. Employers shall pay at least the minimum wage or the appropriate prevailing wage, whichever is higher, comply with all legal requirements on wages, and provide any fringe benefits required by law or contract. Where compensation does not meet workers' basic needs and provide some discretionary income, each employer shall work with the FLA to take appropriate actions that seek to progressively realize a level of compensation that does.

## **WOMEN'S RIGHTS**

Without restricting the generality of the foregoing and for purposes of greater clarity and specificity, employers shall abide by the following condition:

- Female workers shall have the same work opportunities as men, without arbitrary restriction on the types of jobs or special limits on hours of work;
- The criteria related to marital or reproductive status (for example, pregnancy tests, the use of contraception, fertility status) as conditions of employment shall NEVER be used;
- New mothers shall be entitled to leaves of absence (with the right to return to work) for childbirth and recovery from childbirth.

## Compliance & On-Boarding Checklist

As an approved vendor for Lakeshirts, you must complete the following steps before a purchase order will be issued. Lakeshirts expects the supplier to complete the following as part of on-boarding. **This policy is applicable to all suppliers, agents, factories, and contractors, including factories engaged by the agent.**

1. Our Workplace Code of Conduct. **This Code of Conduct must be posted within the facility in a conspicuous, freely accessible area in the local language(s) of the employee.** Printable versions available on our website. A copy of the Code of Conduct will be electronically sent to you.
2. The Supplier Pre- Qualification Form- This document should have been completed during initial supplier discussions, or also when adding a factory. You may refer to the Supplier Pre-Qualification Form at the following link:  
<https://goo.gl/forms/QeDvtbZf5j83Rsz52>
3. The Annual Supplier Certification form, which **must be completed and submitted for each factory** you are using to manufacture products for Lakeshirts, Inc.

Click here for link to Annual Supplier Certification Form:

<https://goo.gl/forms/uG4EAbrxdybz9NK13>

4. Accountability and Acknowledgement Form- The document is included in this guide.

By signing this acknowledgement form you agree to implement the Workplace Code of Conduct, to inform your employees of the provisions outlined in the Code, to submit the Annual Supplier Certification form to Lakeshirts and to subject your facilities to periodic social compliance audits (or monitoring visits). **Future audits will be billed to the Vendor after the Summary of Findings Report has been received by Lakeshirts.**

## A Word on Audits

As an approved vendor for Lakeshirts periodic compliance audits of factories will be performed. Besides the Lakeshirts sponsored audits, suppliers must facilitate periodic assessments organized by the FLA. Please note that the FLA accredited companies may not be subject to the periodic assessments.

The FLA Principles of Fair Labor and Responsible Sourcing call for companies to conduct monitoring visits during which monitors will interview workers and managers, review company and personnel records, and inspect production and dormitory facilities. **Denied Entry to the facility will result in a failed audit at which the Vendor is financially responsible for.**

After the audit has been conducted a member of Lakeshirts Compliance Committee will contact the Factory/Supplier and Vendor providing all with the findings, at that time we will request all findings be remediated within the appropriate time frame given. **Corrective action plans must address the noncompliance issue and include the following components:**

- a. Provide a concise but detailed plan as to how the problem was/will be remediated, being as specific as possible.
- b. Demonstrate that remediation actions are not temporary, but rather have an integrated, sustainable approach.
- c. Demonstrate a verification process to ensure that noncompliance items will be remediated providing supportive documents that reference the appropriate finding. (please note, all documents should be provided to Lakeshirts in English language if at all possible)
- d. Include completion dates (if exceeds the given time frame)

In the event non-compliance items are not remediated, Lakeshirts may take the following actions:

- a. Send formal correspondence in the form of a Supplier Non-Compliance letter, asking the supplier to provide a status updated regarding the unremediated item.
- b. If no response is received, then Lakeshirts will send a second notice of Supplier Non-Compliance.
- c. If no response is received, or if a less than satisfactory response is received, then the matter will be immediately presented to the CSR committee for formal review. The CSR committee will have final decision making authority as to the appropriate action that will be taken up to and including termination of the supplier the relationship.

# Corporate Social Compliance Accountability Acknowledgement

By signing the Corporate Social Compliance Accountability Acknowledgment Form, the vendor acknowledges it will comply with Lakeshirts Corporate Social Responsibility Policy.

Additionally, after this signed letter is received, we will contact you to schedule a factory visit. However, please note that without this signed letter, we will be unable to initiate the evaluation process and therefore, no orders will be placed until we conclude the evaluation and approve the factory.

Sincerely,

Corporate Social Responsibility Committee

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## **TO BE COMPLETED BY VENDOR AND SUPPLIER/FACTORY:**

*Supplier/Factory Name:*

---

*Supplier/Factory Address:*

---

---

*City*

*State*

*Zip*

*Country*

*Supplier/Factory Contact:*

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*Title:* \_\_\_\_\_

*Authorized Signature:*

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*Date:* \_\_\_\_\_

## Purchase Orders

The terms of the Lakeshirts Purchase Order will govern in the event of any conflict between the Order and any other document.

1. **VALID PURCHASE ORDER:** You must have a valid Purchase Order prior to shipping merchandise to any Lakeshirts company. We must be notified within three (3) days after your receipt of a Purchase Order, and prior to shipment, of any term, condition, or specification that is not acceptable. Failure to give such notice shall be deemed acceptable of all terms, conditions and specifications of the Purchase Order.
2. The prices specified on the Purchase Order are not subject to any additional charges for packing or preparation for shipment or because of increased costs of operation, or because of any taxes or excises levied on processors, manufacturers, and wholesalers or otherwise.
3. The Purchase Order shall not, without written authorization from Buyer, be filled at higher prices than previously agreed upon. If the Order is unpriced, prices are not to be higher than last charged or quoted to our Buyer for Merchandise described therein. Any price reduction made to merchandise on the Purchase Order prior to delivery shall be applicable to the Purchase Order.
4. Shipment should occur on time and by the "Leave factory by date" listed on the Purchase Order.

Prompt receipt of goods is critical to our success in fulfilling our customers' orders quickly and accurately. Delays in shipments from our vendors not only reflect poorly upon you, our vendor, but also cause our customers to think poorly of Lakeshirts, which in turn may cause them to seek out other vendors. Lakeshirts requests prompt notification of any delays in shipping. Lack of notification may result in shipping upgrades at your expense or cancellation of the Purchase Order at no cost to Lakeshirts.

5. Merchandise shall be subject to inspection by our Buyer or Warehouse personnel prior to acceptance and payment. Full credit will be taken for merchandise which is not in accordance with set specifications or industry standards or which is different in quality or quantity from that ordered, or which is shipped in a manner other than stated on our Purchase Order. PFD's that have been dyed and found to be defective will be processed through our Damages Dept. Dye costs of \$1.75 per pound PLUS full merchandise credit will be taken for defects totaling more than 3% in a calendar year. This credit will be applied at the end of our calendar year.
6. Lakeshirts will accept overages and shortages of 5% per SKU per shipment. Overages must be approved prior to shipment. Excess inventory that is not approved for shipment cannot be offered for sale to third parties.



## Sample Production and Approvals

Product Samples are required by Lakeshirts to ensure that we know the exact color and quality of the product being purchased and to ensure that the product delivers a consistent and worthy quality to our customers.

Please note that samples will not be returned to the supplier. Please note the following sample requirements from submission through the approval process.

### **Sample Submission**

Prior to filling a Purchase Order, it may be necessary to provide pre-production samples to Lakeshirts.

Final quality pre-production samples must be submitted for approval in all of the following circumstances:

1. Any proposed new item.
2. Alterations to an existing item (i.e., any deviation in color, style or embellishment)

We request all pre-production samples submitted have a Standard Sample Tag attached to the product which contains the following information:

1. Vendor Name
2. Lakeshirts product description
3. Size range
4. Contact/approval information

In addition, a spec sheet must be completed upon approval of each sample. A standard Spec Sheet form will be forwarded to you to use for all future garments.

All submitted pre-production samples must:

1. Contain all sizes specified by Lakeshirts.
2. Represent final material quality of future production runs.

3. Be created and shipped at Vendor's expense to Lakeshirts.
4. Be retained by Lakeshirts for comparison of top-of-production samples.

### **Sample Approvals**

Lakeshirts will provide timely approvals of samples following review. Those items not receiving approval will be rejected and a detailed explanation of all shortcomings and instructions for resubmission will be provided to you.

All samples should be sent for review to:

**Lakeshirts, Inc. d/b/a Blue 84**  
**Attn: Tom Shoemaker, Inventory Manager**  
**750 Randolph Road**  
**Detroit Lakes, MN 56501**

# Labeling, Shipping & Delivery Requirements

Lakeshirts expectations regarding shipping and received are as follows:

Prompt receipt of goods is critical to our success in fulfilling our customers' orders quickly and accurately. Delays in shipments from our vendors not only reflect poorly upon you, our vendor, but also cause our customers to think poorly of Lakeshirts, which in turn may cause them to seek out other vendors. Lakeshirts requests prompt notification of any delays in shipping. Lack of notification may result in shipping upgrades at your expense or cancellation of the Purchase Order at no cost to Lakeshirts.

This specification applies to ALL SHIPMENTS inbound to Lakeshirts, Inc. d/b/a Blue 84.

- Shipments to Lakeshirts, Inc. must be accompanied by a packing list.
- Packing lists should be affixed to the outside of the lead carton or pallet in a secure and visible manner.
- Goods received must be labeled with correct garment style, color, quantity, size and barcode.
  - All boxes must have carton label adhered to the upper right corner of box
  - Lakeshirts will provide you with the carton labels



- All boxes packaged in less than case quantity must be placed on the top of each pallet.
- All partial boxes with mixed sizes must be clearly marked.
- Palletized loads must not exceed Standard Truck Dimensions.
  - Stacking boxes on pallets, do not exceed maximum height dimensions.
  - Pallets must be organized by body style and color.

**If using a Third Party for shipping please communicate these requirements accordingly.**

## Vendor Billing & Payments

### Invoice Requirements:

All invoices provided to Lakeshirts must be in English, legible, and include:

1. Vendor's Name- please include the vendor's name and /or the shipper's name.
2. Address – include the shipping location.
3. Name and Address of Manufacturer (if different from vendor or shipper)
4. Invoice Number
5. Invoice Date
6. Terms of Sale- as agreed to
7. Lakeshirts Purchase Order Number
8. Lakeshirts SKU number as indicated on Purchase Order
9. Description of Goods
10. Quantity Shipped
11. Unit Cost by Item
12. Total Amount Due

Invoices may be mailed or emailed to the address noted below:

### **Mailing Address:**

Lakeshirts Inc.  
PO Box 52  
Detroit Lakes, MN 56501

### **Email Address:**

[Accounts.payable@lakeshirts.com](mailto:Accounts.payable@lakeshirts.com)

### Vendor's Monthly Statements

1. The vendor may choose to send monthly statements to :  
[Accounts.payable@lakeshirts.com](mailto:Accounts.payable@lakeshirts.com)
2. Statements should include all open invoices and credits listed with invoice date, invoice number, store number, and amount.

## Work In Progress (WIP) Reports & Chargebacks

In order to encourage the continuous flow of communication between vendors and Lakeshirts we ask that you provide a Work in Progress (WIP) status report to Purchasing Department at [johno@lakeshirts.com](mailto:johno@lakeshirts.com).

At a minimum the WIP should include: the purchase order number, the current date, the status of the order, and any issues, vendor contact information.

Here is an example for the Weekly In Process Report:

Not Shipped	Date:Report Date			Contact Name:						
PO#	CUSTOMER	STYLE#	SIZE	FABRIC	DESCRIP.	QUANTITY	FOBS	FOBS AMT.	PO# RCVD DATE	REQUESTED SHIP BY DATE:
37196	LS	LFFQ	S to 2X	260 - 270g/m2 60%cotton/40%poly sanded fleece	Ladies Sanded Fleece 1/4 Zip Hood	888	\$7.70 & \$8.05	\$6,854.40	1/16	3/22
37196	LS	MFCN	S to 2X	305g/m2 80%cotton/21%poly sanded fleece	Men's Sanded Fleece Crewneck	5880	\$8.70 & \$9.05	\$51,332.40	1/16	3/22
37196	LS	MFPH	S to 2X	305g/m2 80%cotton/21%poly sanded fleece	Men's Fleece Pullover Hood	1944	\$10.45 & \$10.70	\$20,374.80	1/16	3/22
Shipped										
PO#	CUSTOMER	STYLE#	SIZE	FABRIC	DESCRIP.	QUANTITY	FOBS	FOBS AMT.	PO# RCVD DATE	ACTUAL SHIP BY DATE:
37196	LS	YSFH	XS TO L	260 - 270g/m2 60%cotton/40%poly sanded fleece	YTH Sanded Fic Pullover Hood	312	\$6.70	\$2,090.40	1/16	3/25

## Chargebacks

Here at Lakeshirts we recognize that things don't always go exactly according to plan. In the event an issue arise we ask that you contact us and keep us informed.

Depending on the circumstances chargebacks may be assessed to the vendor. Below are some reasons basic chargeback issues vendors could incur.

- Boxes labeled incorrectly
  - All boxes should be labeled according to the Labeling, Shipping, and Delivery Requirements.
- Boxes missing Lakeshirts Carton Labels
  - All boxes will have a Lakeshirts Carton Label adhered to the box in accordance with the Labeling, Shipping, and Delivery Requirements.
- Packing Slips are Missing
  - Packing Slips are required for all shipments. If a packing slip is missing the shipment may be subject to chargeback.
- Products are Damaged
  - Damaged or defective merchandise is defined as merchandise which has a quality or safety defect or is recalled for any reason. All merchandise is subject to inspection by Lakeshirts.
- Products with Quality Issues
  - All merchandise is subject to inspection by Lakeshirts.
  -
- Shipments with Quantity Issues
  - Short Shipments are defined as purchase order shipped with a quantity less than the ordered quantity at the SKU level.
  - Over Shipments are defined as purchase order shipped with a quantity greater than the ordered quantity.
- Late Shipments
  - Late shipment is defined as a shipment that occurs after the shipment date included on the Purchase Order.
- Shipments to Incorrect Destinations
  - Vendor is to ship goods to the location specified on the purchase order. If the Vendor misdirects the shipment, they may incur a chargeback for transportation and labor.

## Thank You!

We look forward to building a long-term relationship with. Thank you for your interest in working with us! Life is Better in a T-Shirt.