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It is our goal at Neiman Marcus Direct to provide our customer with superior merchandise. It is our expectation that the Supplier will provide a product free of defect and conforming to the purchase order agreement. In accordance with the purchase order agreement, we will return to the Supplier all merchandise that does not conform to the agreement.

## Returns for Defective Merchandise

Neiman Marcus Direct will return to the Supplier all merchandise determined to be of a less than perfect quality. This includes merchandise found to not have survived the inspections, acceptance, and payment of our customer as well as merchandise found to be defective at point of receipt or during our auditing processes. Since the merchandise is identified at various audit points within our fulfillment center, the age of the merchandise will vary. It is the expectation of Neiman Marcus Direct that our Suppliers will accept these returns regardless of the age of the merchandise as indicated in the Purchase Order agreement.

## The Defective Merchandise Process

A letter will be emailed to a Supplier when merchandise is found to be defective at our audit points other than at point of receipt. The Supplier has 10 business days to respond to the letter. If no response is received, then disposition of the merchandise will be made through any of the following methods at the Supplier's expense: destroying, donating, salvaging, or returning to the Supplier without an RA.

A hand written note, an email or verbal conversation does not release the Supplier from the obligations of the purchase order legal terms including the resolution of defective items.

## RTV Claim Inquiry

The Neiman Marcus Direct RTV department has streamlined the delivery process of RTV claim letters and claim adjustment forms. All claim letters are delivered through an email notification process. This email will contain the link below as well as the claim number and the Supplier Site number (8 digits) for the claim. The claim number and Supplier Site number (8 digits) will be required to access the information on-line.

### **NMD Return to Vendor Claim Inquiry Web Link:**

<https://docunav.nmgops.com/VendorLink/>

*Note: NMD RTV Claims are viewable through the third section to the right on the page.*

**Supplier email address updates and inquiries regarding RTV claims should be sent to the email address for the appropriate warehouse as listed below, and a response should be received within 3 business days.**

**Las Colinas**     [nmdrtv@neimanmarcus.com](mailto:nmdrtv@neimanmarcus.com)

**Pinnacle Point**   [nmdrtvpn@neimanmarcus.com](mailto:nmdrtvpn@neimanmarcus.com)

**North Carolina**   [nmdrtvnc@neimanmarcus.com](mailto:nmdrtvnc@neimanmarcus.com)

Inquiry requests more than six months in age from the date the claim was shipped will not be accepted. There is a notification sent when defective claims are shipped as well as other communication throughout the process, and it is our expectation that any questions are posed prior to the six month deadline.

An RTV reversal can only be authorized by a member of the RTV Management team.

## RTV Forms

### RTV Claim Letter (Form #3312)

The RTV Claim Letter refers to the letter sent when a claim is opened in our system for defective merchandise. RTV Claim Letters are emailed every Friday evening for any new claims. This letter requests a return authorization for the merchandise, and a response must be received within 10 business days. It can also be identified by the form number in the upper right hand corner. This form number is 3312. Contact information for the appropriate facility is contained in this letter.

### Claim Adjustment Form (Form #3333)

The Claim Adjust Form is the letter sent after a claim has been shipped and is to advise of the deduction that will be made from the next check. A response is not needed for this notification. This form can be identified by the form number in the upper right hand corner which is 3333.