

Transportation Chargebacks

Last modified: 07/20/22

Chargebacks apply to all divisions of The Neiman Marcus Group.
Click here to [view](#) an example of the Chargeback Letter.

Code	Description of Chargeback	Amount
	Unauthorized direct to store shipment	\$150 (per carton)
	Freight charges for unauthorized carrier	Cost of freight + \$50 processing fee
	Over weight & carton specifications	Cost of freight + \$50 processing fee
	Miscellaneous freight charges (i.e. duty, taxes, weight inspection fee)	Cost of freight charge + \$50 processing fee
	Mis-route/Shipment shipped to the wrong address	\$150 Flat Rate (per shipment)
	Multiple BOL on same/consecutive business days to same destination	Cost of freight + \$50 processing fee
	Carrier detention charges at origin	Cost of freight charge + \$50 processing fee
	Valid P.O. not listed on BOL or carrier freight invoice	\$150 (per carton)
	Declared value charges	Cost of declared value + \$50 processing fee
	Past due prepaid freight charges	Carrier freight charges + \$150 processing fee
	Unauthorized air freight shipment	Cost of freight + \$50 processing fee
	Miscellaneous charge added to merchandise invoice	Charge + \$50 processing fee
	Freight charges for unauthorized service level	Cost of freight + \$50 processing fee
	Wrong ship to info on the BOL or carrier label	\$50 (per shipment)
	Incomplete or inaccurate DC or carton count info entered into Consolidator web portal	\$150 (per shipment)
	Incomplete or inaccurate cubic feet info entered into Consolidator web portal	\$250 (per shipment)
	Consolidator pick up window less than 3 hours	\$150 (per shipment)
	Consolidator pick-up cancellation with less than 12 hours advance notice for local areas: CA, NJ, NY, PA	\$100 (per shipment)
	Consolidator pick-up cancellation with less than 12 hours advance notice for remote areas: Long Island, NY, San Diego or 930-959 zip codes	\$250 (per shipment)
	Deliveries to Consolidator not scheduled through Consolidator	\$10 (per carton) up to \$150 (per shipment) - \$50

	web portal	minnimum
	Freight delivered to Consolidator unsecured	\$200 (per shipment) + \$35/hr if >2 hours of labor required