



FBA Non-Compliance Charges

Last Updated: August 1, 2022

Our goal is to process your shipments as quickly and reliably as possible. To achieve that, we require our customers to adhere to certain rules and regulations when working with us. Not following these rules and regulations causes extra labor, delays, safety issues, and many other issues which impede our ability to provide fast, reliable, and accurate service. Due to the importance of providing best-in-class service, we've established penalties for non-compliance. These penalties are assessed in addition to any standard fees or charges for inbound shipments, outbound shipments, storage, or other charges.

Failure to create an inbound shipment before products arrive - \$100.00

Receiving a shipment before a corresponding order is placed in our web portal causes additional work and is highly disruptive to our other customers.

Product information missing from inbound orders - \$5.00 per SKU

Products ordered from your supplier but not mentioned in the corresponding inbound order in our portal create additional work and are disruptive to operations.

Inbound shipments that don't correspond to an order in an obvious way. - \$100.00

Inbound shipments must obviously correspond to orders placed in our portal, such as matching PO number, tracking number, or other obvious matching information found on the outside of the packaging. When they do not, it creates extra work, room for error, and serious delays.

Shipments received that are not addressed properly - \$5/carton or \$100/freight order

Shipments received without proper identifiers cause additional work, disrupt the workflow, and introduce risk of misidentifying deliveries.

Unexpected large shipments - \$1.00 per carton or \$20.00 per pallet

We define a large shipment as 30+ cartons, 4+ pallets, or a container. Unexpected large shipments seriously disrupt forecasts, planning, labor costs, and create delays for other clients.

Dangerous pallets - \$50/pallet

Dangerous pallets include pallets over 1500lbs, incorrectly stacked pallets, low grade/broken pallets, or pallets that are at risk of falling over. These pallets present a safety hazard and require extra care in handling. Please make sure your suppliers understand Logistics Done Right's pallet guidelines prior to shipment.

Unacceptable Products - \$2.00/unit

Logistics Done Right reserves the right to refuse to accept or process any product or shipment we deem dangerous, excessively labor intensive, legally questionable, or that we are not properly equipped to process.