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DROP SHIP REQUIREMENTS

1.0 INTRODUCTION

1.1 WELCOME

Thank you for participating in the HSN Drop Ship program. Our primary goal is to support our Customer and the experiences they have shopping with HSN. As such, it is important that you review and understand all of the requirements contained in this document.

Please share this information with all personnel in your company that may have an impact on your performance. If you have any questions related to HSN's requirements or policies please contact DropShipOnBoarding@hsn.net or DropShipDepartment@hsn.net.

1.2 HSN DROP SHIP ORGANIZATION

The Drop Ship On Boarding Team is designated as HSN’s primary point of contact for New Vendor on Boarding activities as well as the implementation of specialized drop ship program enrollments such as Multi Pack or Sure Post.

The Drop Ship Department is designated as HSN’s primary point of contact regarding Operational related support functions and associated activities. This area is responsible for procedural management from the point of making a product available to sell, up to the final delivery to the Consumer.

2.0 NEW VENDOR ON-BOARDING PREREQUISITES

There are a few critical steps which must be completed prior to engaging in the on-boarding conversations and processes. Below please find a list of these steps with a description and explanation for each.

Although these steps may appear to be time consuming, we promise they are not. Each step has been carefully considered for ease of use and expediency.

2.1 PRE-QUALIFICATION QUESTIONNAIRE

Each prospective Vendor is required to complete a “pre-qualification” questionnaire. This document will support our evaluation of each potential relationship and determine if a Vendor has the minimum capabilities necessary to execute HSN standards and overall strategies as it relates to:

Excellence in Customer service and a FUN shopping experience

Supporting the HSN Brand and values

Outbound Fulfillment and Shipping strategies
2.2 FINANCIAL QUESTIONNAIRE

Following the pre-qualification approval, each Vendor will be required to complete a financial questionnaire.

You will be provided with a “link” and pass-code to access and complete the questionnaire online. Once you have completed the questionnaire, the HSN Financial Team will be prompted to review the results and will forward the HSN Merchant and Operations Teams feedback related to the most effective financial shipping model for your organization.

2.3 DROP SHIP AGREEMENT

All HSN Vendors are required to sign a Master Terms & Conditions agreement. Once the Pre-qualification & Financial questionnaires are approved, this document will be provided to you for review and signature.

3.0 NEW VENDOR ON BOARDING AND CERTIFICATION

Once all prerequisite steps have been completed, you will be provided with your new Vendor ID number. Drop Ship On Boarding team will reach out to you to initiate the on-boarding and certification processes. Resources must be allocated and committed from both HSN and Vendor teams to complete the processes in a timely manner.

3.1 HSN DROP SHIP OPERATIONS TERM SHEET

As we have communicated thus far, operational excellence and Customer satisfaction are critical points of consideration in developing new relationships with external fulfilling Vendors.

As a conclusion to our on boarding processes both HSN and your organization will have a clear understanding of how our business relationship will be transacted.

At this point you will be provided with an “Operational Term Sheet” which will serve as the official outline of our mutually agreed upon Operational terms. An official signature will be required for this document which will conclude on boarding activities and you will then be ready to sell product.

4.0 TECHNICAL REQUIREMENTS

4.1 File Format Availability – HSN can accept EDI, XML and CSV file formats.

4.2 Each Vendor will have the ability to accept, ship and ship confirm HSN customer orders electronically. The downloading of files will be scheduled each day, 7 days per week.
4.3 Each Vendor should have the ability to process specific transactions – using EDI as an example, the required transactions are:

- 850 – Purchase order (HSN to Vendor)
- 856 – Shipping confirmation (Vendor to HSN)
- 812 – Return notification (Vendor to HSN)
- 997 – Functional acknowledgement (Mutual Exchange)
- 820 – Remittance advice (HSN to Vendor)

The same data elements are required for the CSV & XML formats.

These transactions are required and cannot be changed/replaced with alternate transactions.

4.4 **Order Processing** – HSN order files are made available to each Vendor daily between the hours of 12:00 AM and 3:00 AM (EST), 7 days per week (excluding Christmas day). Vendors are required to check for new order files every day.

Ideally, this function is automated with reporting that alerts your organization of interruptions and/or delays in the download of new order files.

4.5 All shipping confirmations **MUST** contain accurate tracking information for each order shipped. Tracking information is provided to our Customers so they can monitor the progress of their shipment. Invalid or erroneous information will cause confusion and drive inquiries to HSN and subsequently the Vendor. Chargebacks will be incurred.

4.6 3rd Party Technical Integrators & Costs – Vendors may leverage the services of 3rd Party Technical Integrators provided:

- HSN technical requirements/transactions are supported
- Integrator fees are not passed through to HSN

### 5.0 PRODUCT LABELING

5.1 Requirements – The HSN Drop Ship program does not have requirements regarding bar codes on drop ship product.

In addition, HSN does not require the product to be labeled with the HSN SKU number for Drop Ship items.
5.2 Product Inserts

- Inserts related to the product are permitted (i.e. care/use information, warranty information, assembly instructions etc.) and should be submitted with your Quality Assurance samples.

- Inserts soliciting indirect purchase of product/s from HSN Customers are not permitted.

6.0 QUALITY ASSURANCE & PACKAGING

QA approval is required for all HSN items. Without quality assurance approval items will not be eligible for televised airings or placement on our website and mobile applications. An overview of the HSN QA process is published on the HSN Vendor Portal. Vendor Supply Chain Manual: Quality Assurance You may also reach out to your designated HSN Quality Assurance Partner for additional information regarding quality standards and packaging.

6.1 All products must be packaged to withstand the “International Safe Transit Association” ISTA 3A series testing protocol and the parcel environment.

Differing categories of product may have unique quality and timeline requirements for QA samples/specification sheets. Please review the appropriate Quality Assurance Standards Manual published on the HSN Vendor Portal. Product Information Manual for detailed requirements. In addition, QA sample/specification sheet lead-time requirements can be found within the Appendices of the HSN Vendor Supply Chain Manual. Vendor Supply Chain Manual: Appendices Failure to submit QA samples/specification sheets according to the lead-time requirements may result in the issuance of non-compliance fees.

7.0 SHOW SAMPLES

Compelling TV requires a compelling product presentation and demonstration. With that being said, we need to SHOW our Customers what they are buying and provide them with the demonstrable insight they need to make that final purchasing decision.

7.1 Products scheduled in live HSN TV segments require show samples.

- Show samples should be provided to HSN 7 business days prior to your scheduled airing. Your Merchandising contact will let you know how many samples will be needed to support a compelling TV presentation.
• Samples submitted to HSN for Showroom can be shipped directly to our Showroom Warehouse at the address below:

    HSN Showroom Warehouse
    2400 118th Avenue North
    St. Petersburg, FL 33716

Please be sure to include a packing slip with a list of your HSN item number/s.

7.2 If your product has been selected to be presented to Customers on HSN.Com consult your HSN Merchant, we may only need you to provide an image and/or demo reel.

7.3 Cost for samples will not be reimbursed to you and will become the property of HSN unless otherwise mutually agreed with your Merchandising Team in advance of submission.

8.0 INVENTORY REQUIREMENTS

8.1 Inventory should be in stock and ready for shipment a minimum of 1 week prior to the intended promotion date.

8.2 Drop Ship Purchase Order Worksheets - reserved inventory

• Primarily used for TV airings

• Vendor & HSN will agree on;
  
  o available selling quantity – note; confirmed selling quantity should be delivered to your shipping facility, packaged and ready to ship to the end Consumer at the time you are confirming availability
  
  o Timeframe that inventory is reserved specifically for HSN, typically a 90 day timeframe

8.3 ECO (Extended Commerce Opportunity) - Inventory availability will be provided to HSN via an electronic feed, no inventory reservation is required. Timing and frequency of these feeds will be discussed and agreed upon during the on-boarding processes; in any event, these updates should be remitted daily.

8.4 Inventory Ownership

• Inventory will be held, as mutually agreed, prior to any product being made available to sell to HSN Customers.
• HSN will not be responsible for any costs of carrying inventory nor will we have any obligation to sell or purchase residual inventory remaining with the Vendor after reservation timelines have concluded.

8.5 Product Cost Changes – Cost changes are managed through the HSN Merchandising Teams. If you have questions regarding the “cost” of an item please contact your Merchandising Team. If an adjustment is required they will ensure it is systemically updated. Any cost changes for ECO items must be updated in the product catalog data and uploaded via the ECO FTP server. Please alert your Merchandising team in advance.

8.6 Substitutions – HSN does not permit substitutions, if you have an issue, which you feel requires in-put, or direction reach out to your Drop Ship Coordinator.

8.7 FIFO Inventory – Vendors are responsible to manage date sensitive (expiry) inventory to ensure HSN Customers have sufficient time to use the product prior to it reaching its best by/use by/expiry date. All product shipped to HSN Customers must have no less than 30 days plus the expected days of supply of shelf life remaining at the time of shipment. Please review the appropriate Quality Assurance Standards Manual published on the HSN Vendor Portal (https://view.hsn.net/Documents/Documents.aspx) for additional details relating to date sensitive inventory.

8.8 Except as otherwise agreed in writing by HSN and each Vendor, Vendors shall not, for a period of one (1) year after their sale of products to HSN, directly or indirectly, sell substantially similar goods by means of a direct response television retailer, its associated website(s), or its affiliated entities other than HSN.

9.0 HSN ORDER SUMMARIES

9.1 Order Summary Requirements – Each Vendor will be required to insert an HSN branded order summary (aka. Packing slip) into each Customer package.

HSN preference is that each Vendor utilizes our pre-printed, crack and peel stock. We will however accept an 8.5 x 11 plain paper version provided HSN branding standards and verbiage would be supported.

9.2 Blank Order Summary Inventory – Vendors are required to manage inventory and ensure that there is enough on-hand stock to support daily order flow for a 45-day period. Your HSN Drop Ship Coordinator will request an inventory update for large volume events.
Order summary stock can be replenished by reaching out to your Drop Ship Coordinator; they will coordinate the order placement and shipping with our printer. HSN will absorb shipping expense for standard shipments.

9.3 Order Summary & Shipping Label Verification – Each Vendor will be required to submit final test samples of completed order summaries and shipping labels (for each shipping location) prior to being activated as a drop ship Vendor in HSN’s systems.

10.0 OUTBOUND SHIPPING REQUIREMENTS

10.1 **HSN Shipper Accounts** – Vendors are required to leverage HSN shipper accounts in both the small package and truck (LTL) shipping models.

- Small package shipper accounts are created as “shared” accounts. HSN is responsible for the shipping cost/crrier invoices, the Vendor is the shipper of record.

- HSN Shipper accounts should be set up in the Vendor’s system to bill as Pre-Paid and not as third party.

- A unique shipper account will be provided for each outbound shipping location.

- HSN Shipper accounts should only be utilized for shipping Customer orders – do not ship QA samples, Merchant samples or Showroom samples against these outbound accounts.

- HSN accounts are monitored to ensure only HSN Customer packages are shipped. You will be notified of any identified inconsistencies and we will work together to resolve and prevent future occurrences.

- Shipping Data/Carrier Chargeback – in the event that errors are discovered in the shipping information provided to the carrier and HSN receives an overcharge because of those errors, HSN will issue a chargeback against the Vendor’s payment invoice to cover the costs incurred.

- Any orders that do not ship the correct service or are not routed correctly will result in chargebacks of the cost difference.

10.2 **Shipping Timeline** – To ensure on time delivery as outlined below it is required that all packages ship within 2 business days, unless a Customer has requested an EXPRESS ship method. Packages shipping with an expedited ship mode are required to ship SAME DAY.
10.3 Delivery Timeline

- **Small Package Delivery Timelines** – The end consumer must receive their package within 10 calendar days from the date of order unless the Consumer has requested an expedited shipping method. The 10-day delivery timeframe includes Saturday and Sunday.

- **Express Shipments** – packages shipping with express ship modes are required to deliver as per the Customer request. Options available to the Customers are 2-day and 1-day deliveries.

- **LTL Package Delivery Timelines** – The end consumer must receive their package within 14 calendar days from the date of order. The 14-day delivery timeframe includes Saturday and Sunday.

11.0 HSN ROUTING GUIDELINES

11.1 Small Package Shipments

- **Approved Carrier** – Use HSN’s Partner of choice for small package shipments.

- **Ship Methods** – HSN offers our Customers a choice in how their package is shipped. As such, we require our Vendors to be able to identify these ship methods at an order level and manage outbound shipping accordingly. The chart below outlines ship methods and service level expectations.

<table>
<thead>
<tr>
<th>HSN Ship Code</th>
<th>HSN Description</th>
<th>Service Level Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>09</td>
<td>SurePost</td>
<td>UPS/USPS delivery</td>
</tr>
<tr>
<td>10</td>
<td>Standard</td>
<td>Standard Shipping Method</td>
</tr>
<tr>
<td>20</td>
<td>Express</td>
<td>Second Day Air – Upgraded Service</td>
</tr>
<tr>
<td>25</td>
<td>Super Express</td>
<td>Next Day Saver – Upgraded Service</td>
</tr>
<tr>
<td>30</td>
<td>Motor Freight</td>
<td>Threshold delivery</td>
</tr>
<tr>
<td>35</td>
<td>Motor Freight</td>
<td>Room of Choice</td>
</tr>
<tr>
<td>70</td>
<td>Ground HM</td>
<td>Hazardous Material</td>
</tr>
</tbody>
</table>

- **Non-Continental Shipping** – Occasionally a Customer residing outside of the continental US will place an order. HSN would like to support these Customers whenever possible.

Primarily these orders will come from Alaska, Hawaii and Puerto Rico however, there will be orders placed for Guam and the Virgin Islands.

To preserve the Customer experience, we request that you ship all packages for these areas via 2-Day air.
If you cannot support non-continental shipments, please tell us so that we can restrict orders to these areas.

11.2 **Carrier Tracers & Claims**

- All HSN Vendors are required to file claims with the carrier directly for lost packages (non-receipt) and damaged packages.
  - Small package carriers require the shipper of record to file tracer requests and claims. As such, HSN shipper accounts are shared with the Vendor, and the Vendor is set up as shipper of record. This allows each Vendor to perform these functions with details and reimbursement be provided directly back to them. (Please reference Item 17 of this document for a diagram.)
  - Lost packages (non-receipt/tracers) –If a customer should contact HSN and claim non-receipt, the HSN Customer Care Tracers team will notify you via email and spreadsheet.
    - When the customer notifies HSN Customer Service of the missing package, the customer confirms she has checked with family, neighbors, and around her home and is unable to locate the package. The tracking may show as delivered, but the customer has not received her order.
    - In most cases, the customer has already been issued a refund or exchange by HSN Customer Service, debiting your account.
    - Repayment to your account can be initiated with the submission of the UPS claims documentation containing the information below to confirm delivery of the package.
    - Upon receiving the order information in which our customer has claimed non-receipt, please file a lost package claim with the shipper.
    - Please specify in your lost package claim that although tracking shows delivered, the customer did not receive the package. Please contact the customer to investigate and provide details of the delivery. UPS should make a minimum of three attempts to contact the customer to investigate the lost package.
  - Please include the following pieces of data on the non-receipt claim documentation:
    - Tracking Number
    - PO Number
    - Merchandise Description
    - Quantity
    - Package Weight
UPS documentation containing the above details must be submitted to HSN Customer Care Tracers (HSNCustomerCareTracers@hsn.net) within 90 days of the non-receipt refund/exchange date so that your account is repaid and the customer is subsequently rebilled.

- Documentation submitted after 90-days will not be accepted and will not result in repayment.
- All lost package and damaged claims for UPS-shipped packages must be submitted to UPS within 60-days of the ship date.
- Sure Post Claims - Claims cannot be filed for packages once they are handed off to the USPS.
- Please call the UPS Enterprise Support line at 1-800-877-1497 or email enterprisesupport@ups.com for support with your UPS account.

### 11.3 Call Tags

- Effective July 1, 2016, HSN will assume responsibility for over-riding the Easy Return label or issuing the pre-paid return labels (call tags) directly to the customers for the following return reasons: received wrong item, received duplicate item and received defective item.

- The label charges associated with these types of returns will be applied to your account in the form of a debit with reference to the Customer order. The debit will only be incurred by the Vendor if the customer uses the label, which will be validated by the Vendor’s scans of the return tracking. The pre-paid return label charges that will be applied and reflected on the Vendor payment detail are reflected below:
  - $7.95 for items weighing 5lbs or less; and
  - $9.95 for items weighing more than 5lbs

- HSN will continue to notify Vendors about reports of damaged item(s), so that you can issue a pre-paid label (call tag) and file a claim with the carrier. As per current procedures, HSN will not be sending call tags for damaged items.
• HSN will continue to ask that you issue a pre-paid label (call tag) should the weight of an item exceed 30 pounds or the value is greater than $500.

• Customers who choose to return for other reasons will continue to pay for the Easy Return label via a deduction from their return refund.

11.5 LTL (Truck) Shipments

This shipping model is used for large and/or heavy items. Typically, exercise equipment, mattresses, furniture, televisions, etc. are shipped in this mode.

• Approved Carriers - Use HSN’s Vendor of choice for LTL deliveries.
  o LTL shipments are all ground (Ship Method 30) and within the 48 contiguous states only.

• Key service notes:
  o Delivery is by appointment only, the customer’s signature is required
  o Order will be placed inside customer’s first exterior door
  o All customer service issues will be handled by HSN customer service

12.0 CRITICAL ALERTS/ADVISEMENTS

Business dynamics sometimes result in change. If you are experiencing challenges or making any changes to your IT solutions, shipping or warehouse networks we need to know immediately to prevent business interruptions.

12.1 Network changes - Updating the ship method for HSN customer orders.

12.2 Outbound Facility - Adding or removing an outbound facility

12.3 Returns Facility - Adding or removing a returns facility

12.4 3rd Party Integrator changes - Again, critical that HSN be advised in advance of your making the change. Advanced notification will ensure that your new Technical Partner is integrated with HSN properly and that there are no interruptions to our connectivity.

12.5 Delayed Shipping Notification – Delays in shipping need to be communicated immediately. Notification should be sent via email to DropShipDepartment@hsn.net and include;
  • A revised shipping timeline
• Reason for the delay in shipping
• List of customer orders impacted by the delay
• Please note any delivery failures as a result of shipping delays are subject to compliance charge backs

12.6 **Holiday Closures & Non-Fulfillment Days** - Vendors are responsible for providing HSN with at least 2 weeks’ notice on business closures which impacts capability of processing HSN Customer orders. This will allow HSN adequate time to update our system to reflect accurate delivery timelines for the end consumer (i.e. National/State Holidays, inventory closures etc).

Also if **WEATHER** or other unforeseen circumstances have changed your ability to ship in any way, please contact your Drop Ship Coordinator immediately so that appropriate actions can be taken to preserve existing and future shipments.

12.7 **Personnel Changes** – To allow HSN to address customer concerns timely current contacts are required. When changes occur with your organization HSN should be provided a current contact as it relates to matters of Operations and Customer Service.

12.8 **Order Cancellations** – Occasionally an issue will arise that prompts a Vendor to cancel a Customer order. Although not an acceptable exception we realize that this challenge will come up from time to time.

The HSN Drop Ship Department must be notified immediately if a cancellation is needed. Please remit the below information to DropShipDepartment@hsn.net as soon as this condition is identified.

- Reason for cancellation of the order/s
- List of affected Customer orders

Please note that “fill rate” is closely monitored and continual or significant cancellations will result in the removal of your drop ship eligibility.

13.0 **RETURNS**

13.1 **Returns Processing** – HSN requires each Vendor to accept, process and notify HSN of the return within 4 business days of receipt of the Customer’s package.

All of your shipping facilities should have the ability to process returns and provide the electronic notifications in the event the need arises however, if
you should have a primary returns facility let us know and we will do our best to have returns directed accordingly.

13.2 Aged Returns – A return is considered "aged" when it is returned by the Customer beyond 60 days from receipt of the original package.

- Each Vendor should have the ability to identify an "aged" return
- These packages should be refused and/or returned to the Customer
- A return reason code of 46 (aged return refusal) should be remitted back to HSN in the electronic return notification, this code will;
  - Notify the Customer that the return is outside of policy and on its way back to them
  - Prevent a debit from your open payables
  - Disable internal HSN Teams from administering a credit to the Customer.

13.3 Extended Holiday Returns: During the holiday period, HSN extends the timeframe that our customers have to return holiday purchases. For purchases made Mid-September through Christmas Eve. The customer may return their product up through Mid-February as long as the package is postmarked by January 31.

13.4 Refused & Un-Deliverable Returns –although not desired there is opportunity for this condition to arise.

- Packages will automatically flow back to the shipper of record
- The receiving facility should process a return transaction and leverage return codes:
  - Code 17 for refused packages
  - Code 19 for un-deliverable

13.5 Non Physical Returns – this return type is typically leveraged within the Perishable and Personalized Product business models. Terms should be agreed upon in advance of placement into a “production” environment.

In this scenario Customers will be advised to discard the product and HSN will issue credit to the consumer. These transactions are visible in your remittance advice.

There will be instances where you will receive a physical package and need the ability to electronically notify HSN. Conditions driving these returns would be Refused/Un-deliverable packages, Customers returning
on their own (no contact with HSN). Therefore, you will be required to complete the Returns processing segments of the integration.

13.6 Return Exceptions – These situations are not commonplace, however do need to be managed. Returns falling into this category would be:

- Customer returns a product that is not yours: happens occasionally when the Customer accidentally leverages a return label for another product.
  - Leverage your HSN small parcel shipper account
  - In reference field 1 of the package manifest state “return-Customer Error”
  - Return the package to:
    HSN Fulfillment of Tennessee
    857 Mountain View Drive
    Piney Flats, TN 37699
  - DO NOT send an electronic return notification for this condition. HSN will identify the correct order number and will credit the Customer accordingly.
  - Notification of this exception should be sent via email to dsvendorresponses@hsn.net with the order ID and a description of the product. The customer order will be noted with specific instructions for our Sales Representatives and will indicate the return is moving back to our Piney Flats facility.

14.0 VENDOR COMPLIANCE FEES

14.1 Compliance Notifications – The HSN Drop Ship Department will notify you of pending compliance fees in advance of initiation. The notification will include relevant details related to the pending charges.

Assessment of charge backs less than $2000.00 will automatically be initiated. The communication will also include the relevant details pertaining to the assessment.

14.2 Non-Compliance Fees – Chart below outlines chargeable infractions as well as the non-compliance fees that will be assessed.
Drop Ship Non-Compliance Penalties

<table>
<thead>
<tr>
<th>Code</th>
<th>Occurrence</th>
<th>Code Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>DS-01</td>
<td>all</td>
<td>Late Shipment or Delivery</td>
<td>5% cost of goods</td>
</tr>
<tr>
<td>DS-03</td>
<td>all</td>
<td>Late Return Transmission</td>
<td>5% cost of goods</td>
</tr>
<tr>
<td>DS-04*</td>
<td>all</td>
<td>Shipping Data/Carrier Chargeback</td>
<td>cover the costs incurred</td>
</tr>
<tr>
<td></td>
<td>all</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Please note: This fee will be applied as a manual deduction; as such, the code will not be reflected on your check, nor will you receive an automated email notification alerting you about the occurrence. Any backup documentation that is required regarding the fee must be requested from HSN’s Accounts Payable Department at accountspayable@hsn.net.

15.0 CUSTOMER CARE & SERVICE REQUIREMENTS

15.1 Parts & Replacements – HSN Customer has reported that they are missing a component or “part”. A few examples of these requests are printer ink, a remote control or pillowcases, depending on what the Customer has purchased.

- Each Vendor will confirm availability of “parts “during the initial onboarding discussions.
- If supported, a parts replacement request will be leveraged in lieu of a return or exchange.
- HSN customer accounts will request the missing, damaged or defective component (part) via an excel spreadsheet.
- Spreadsheets will be directed to the Customer Service representative contact you have provided.
- It is expected that “parts” ship to our Customers within 7 days of the initial request.
- Each Vendor will be expected to comment and return the spreadsheet back to HSN Customer Accounts.
- Spreadsheet comments will include the Customer name, tracking number for the shipment and the date the part shipped to the Customer.

15.2 Exchanges – are leveraged when a Customer receives a damaged, defective or non-conforming product and would like a replacement.

Exchanges help to reduce debit/credit transactions for the Customer, HSN and Vendor; it is highly recommended that each Vendor support the automatic exchange process.

- All exchange transactions are automated and tie back to the original purchase
• Item must have available inventory in HSN’s system
• All exchange orders must ship and ship confirm within 48 hours of receipt by the Vendor just as if it is a new order.
• All exchange orders will require a shipping confirmation with a new tracking number.
• Exchange orders with a selling price of $99.99 or less will flow through immediately for reshipment.
• Exchange orders with a selling price of more than $100.00 will not be released to the Vendor until the original unit has been returned and a return transaction (EDI-812) has been remitted.
16.0 OPEN ORDER MANAGEMENT

Along with helping you get started in our Drop Ship model and answering any questions you might have about the process, HSN Drop Ship coordinators will also monitor your shipments to the customer as orders are fulfilled. It is their job to make sure that the customer has a rewarding experience and that their expectations are met or exceeded. At the most basic level, this means ensuring the product makes it to the customer exactly as promised.
17.0 SMALL PARCEL CARRIER NON-RECEIPT CLAIMS PROCESS

In the event the Customer does not receive their package, HSN Customer Accounts will advise you to initiate the Non-Receipt Claims process. Each Vendor is provided NRC order detail as needed to ensure that they are aware that a claim needs to be filed. The NRC process is outlined below for your reference.