



VENDOR SUPPLY CHAIN GUIDE (Domestic)

Applies to all domestic shipments.

Standard Operation Policies and Procedures

Release Date: 5/2009

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Charge Backs: Effective 1/1/2004

Non-compliance with Vendor Supply Chain Guide will result in penalties in the form of a charge back.

This Revision contains - clarification of the code BOL on the Vendor Offset Policy. Review the entire Guide.

Supersedes all previous routing instructions. Future revisions can be found on our website at www.guitarcenterfreight.com. This routing guide contains confidential and proprietary information, which Guitar Center shares with its vendors. Dissemination to others is strictly prohibited.

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To: Our Valued Resources

Attached are routing instructions that must be followed whenever shipments are made to any of Guitar's Center locations or where Guitar Center is responsible for freight charges. These instructions supersede all previous instructions and are effective with your first shipment to our DC. Routing instructions are issued by the Logistics Department. Any written or verbal instructions other than those issued by this department are not valid and could result in charges against your account. Future routing instructions will be published on our website at www.guitarcenterfreight.com. Any questions regarding instructions contained in this guide should be directed to our Logistics Department at glogistics@guitarcenter.com, or cwood@guitarcenter.com (317) 858-9999 ext. 3105.

Guitar Center Contacts

Domestic Inbound Shipments (Small Package, LTL and Truckload)

Jeff Dickson: 317-858-9999 ext 3302 or jdickson@guitarcenter.com
Courtney Wood: 317-858-9999 ext 3105 or cwood@guitarcenter.com

SHIPMENT APPROVAL REQUEST:

Consolidate all shipments that are to be shipped to the Brownsburg Distribution Center on the same day. For less than truckload shipments consolidate and ship weekly unless prior written approval from Logistics Department. Create a master Bill of Lading that references all purchase orders.

Trading Partner Management (INFOLINK) SHIPMENTS ONLY

- Vendors who are TPM (infolink) certified and provide ASN's are not required to obtain a shipment approval number for LTL shipments. See the Carrier Routing section for which carrier to use when shipping to the distribution center in Brownsburg, IN.
- Less than Truckload shipment
 - Vendors are required to fax or e-mail a copy of the bill of lading for each shipment by close of business the day of shipment.
 - The bill of lading must reference all P.O. #s shipped along with a carton count per P.O.
- For shipments over 10,000 pounds, over 800 cubic feet, or 8 pallets or more: Vendors must submit the "Transportation Worksheet" **three** business days prior to requested shipment date.
- TPM (Infolink) certified vendors must ship with approved carriers only. If you have a question on which carrier to use contact the Logistics Department.

NON-Trading Partner Management (INFOLINK) SHIPMENTS ONLY

- Less than Truckload Shipments (LTL);
 - Shipment under 10,000 pounds or under 800 cubic feet or less than 8 pallets
 - A "Transportation Worksheet" must be faxed to Guitar Center (317-852-8189 or 317-852-8199) by 10:00AM local time, the business day before the requested ship date, for shipments.
 - Vendors are required to fax or e-mail a copy of the bill of lading for each shipment by close of business the day of shipment.
 - The bill of lading must reference all P.O. #s shipped along with a carton count per P.O.
- Truckload Shipments (TL);
 - Shipments over 10,000 pounds, over 800 cubic feet, or 8 or more pallets
 - A "Transportation Worksheet" must be faxed to Guitar Center (317-852-8189 or 317-852-8199) by 10:00 AM local time, **three** business days before requested shipment date
 - Vendors are required to fax or e-mail a copy of the bill of lading for each shipment by close of business the day of shipment.
 - The bill of lading must reference all P.O. #s shipped along with a carton count per P.O.
- For both LTL and TL shipments an approval number must be received by the vendor before shipment is made. **No shipment will be received without an approval number.**

Transportation Worksheet

- The form may be obtained on our website at www.guitarcenterfreight.com
- Form will be returned to the vendor no later than 10:00 AM next business day.
- All purchase orders must be listed on this sheet. (If the purchase order is not shipping complete provide quantity by SKU and write next to the purchase order number "NC".)
- Shipping orders complete is critical. **All backorders must be shipped freight prepaid, using our approved carriers only.**
- Purchase orders not approved for shipping will be "Lined Out" and a reason code will be indicated.
- For unapproved purchase orders, vendor must contact Guitar Center to resolve the trouble and then resubmit the Transportation Worksheet or a new worksheet to Guitar Center Logistics Department for an approval number.
- When faxing a request for shipping instructions, use the appropriate G.C. Logistics Worksheet contained in this guide. Make sure you include the following information:
 - Vendor Name
 - Vendor Address (City and State)
 - Requested ship date
 - Shipping hours
 - Contact name with phone and fax numbers
 - Number of cartons and pallets
 - The weight and linear feet of the trailer needed if not using 40X48" pallets
 - Purchase order number or numbers
 - Number of cartons for each purchase order
 - The number of cartons that are conveyable and non-conveyable

PACKING REQUIREMENTS

Cartons

- Freight should be sorted by purchase order. Items with the same UPC and purchase order are to be kept together on the same pallet. DO NOT MIX P.O'S or SKU'S in the same carton.
- All items must be packed in a shippable corrugated carton. The minimum carton size that can be used is: 9" L x 6" W x 3" H.
- Carton strength must be adequate to prevent crushing or damage during shipment.
- If more than one purchase order is on the same pallet, you must attach a Pallet Control Sheet to pallet.
- Some questions have been raised about Guitar Center's meaning of "Inner Pack" and "Master Pack". Master Pack refers to the outer or shipping carton while Inner pack refers to the number of boxes inside the master package. Example you package 12 boxes each containing 12 guitar strings into a single carton. The Master Pack is 144 (the outer package) the inner pack is 12.
- You can not short ship within a Master Packs. No shipment will be received in quantities of less than full master packs. As above if the master pack is 144, you must ship in multiples of 144 units only. Do not ship Guitar Center a carton

containing 120 strings because you are short 24 to complete the order. If you are short any amount, do not ship that case.

PALLETS

- When shipping on a pallet, use a 40" X 48" pallet whenever possible.

CARTON LABELING

Non Trading Partnership Management (Infolink) Vendors

Carton labels for Non TPM, (Infolink) vendors must contain the following information:

- Vendor Name and ship from address
- Guitar Center's distribution center name and address
- Guitar Center's purchase order number
- If not on the carton, the UPC number, item description and number of items in the carton.

Trading Partnership Management (TPM) ONLY (INFOLINK)

- Refer to the Guitar Center Vendor User Guide for Trading Partnership Management (TPM), Appendix A for instructions.

UPC AND EDI COMMUNICATIONS

- Guitar Center has made a strong commitment to use UPC codes and TPM (Infolink) as the standard for communicating with vendors.
- Each and every selling unit shipped to Guitar Center must be received ticketed with a UPC number, and UPC-A or EAN-13 barcode.
- Every shipment must be preceded by receipt of a TPM (Infolink) or other EDI Advance Ship Notice (ASN) or copy of packing slip faxed to the receiving location.

PACKING SLIP REQUIREMENTS

Do not put more than one purchase order on a packing slip.

PACKING SLIP HANDLING

- In addition to the packing slip requirements listed below, **vendors who are non TPM (Infolink) certified are responsible for the faxing the packing slips and the bill of lading by close of business the day the merchandise is shipped.**
- Fax the packing slip and bill of lading for all UPS or LTL shipments going to the DC to 317-852-8189 or 8199.
- All vendors are required to send packing slips with the shipment. For Less than Truck Load shipments, on the outside of the stretch wrap next to the address label, for pallets not stretch wrapped, on top of a carton. For Truckload shipments the packing list must be placed in a master envelope and attached to

the bill of lading the driver takes. The packing list must be given to the DC at the time the trailer is delivered.

BILL OF LADING PREPARATION

A bill of lading (two copies) with the following information must be provided to the carrier at time of pick-up. The bill of lading must contain the following:

Ship To Address
Purchase Order Number(s)
Must show the number of cartons per PO (Revised 7/1/03)
Vendor Name
Vendor Number
Number of Cartons and Number of Pallets
Description of Merchandise and NMFC Number
Bill of Lading Number
Total Weight
Trailer number / or pro number

When shipping collect place this notation in the body of the Bill of Lading:

Send Freight Bill
Guitar Center
c/o Trendset Inc.
PO Box 1208
Mauldin, SC 29662

Bill of Lading Handling

TPM (Infolink) vendors must send a copy of the bill of lading to the DC by close of business day of shipment. The bill of lading may be faxed to 317-852-8189 or 8199.

SMALL PACKAGE SHIPMENTS

- Guitar Center does not authorize the use of any small package carriers (i.e. UPS, Fed Ex, Ground, etc.) without prior approval for shipments inbound to our Distribution Center for which Guitar Center pays part or all of the freight expense.
- Requests for exceptions must be faxed to our Logistics Department at 317-852-8189 or 8199. Exceptions require written approval. Failure to obtain prior approval will result in a vendor charge back penalty.
- **UPS is our primary small package carrier; therefore, UPS must be utilized for ALL Parcel shipments**
- **Guitar Center no longer utilizes “Consignee Billing” and “Third Party Billing”. All vendors must use either “Bill the Receiver” or “Collect”**

- All vendors shipping to Guitar Center Stores **MUST** utilize the Store UPS account number
- All Vendors shipping to Guitar Center Distribution Center **MUST** utilize the DC UPS account number
- If you are “drop shipping” on behalf of a Guitar Center Store you **MUST** utilize the GC Store account number that authorized the shipment
- When shipping Parcel **Vendors Must Supply** information in the UPS Reference Fields:
 - Under Reference 1 you must enter the PO number
 - Under Reference 2, you must enter the Final destination store # (i.e. - Store# 999), GC/DC or GC/HQ or the store number that authorized the shipment
- *Vendor Must supply complete consignee and shipper name, address and zip code*
 - *If shipment final destination is a Store location, Vendor must input the store # after Guitar Center (GC # 999), GC/DC for the Distribution Center and GC/HQ for the Corporate Office in California*
- If you ship using a UPS Worldship, Campus Ship or UPS.com – “**Bill Transportation To**”: select either “**Bill the Receiver**” or “**Collect**”
- **You must use the destination store account number provided with the Purchase Order. If the store account number was not provided, please contact GC Logistics at 317-858-9999 ext 3105**

SHIPMENTS DIRECT TO GUITAR CENTER STORES

Special Orders – Direct to a Guitar Center Store

- Special Orders shipping direct to a Guitar Center Store should follow the routing instructions listed on the Purchase order.
- *When shipping parcels Vendors Must Supply information in the UPS Reference Fields:*
 - Under Reference 1 you must enter the PO number
 - Under Reference 2, you must enter the Final destination store # (i.e. - Store# 000), GC/DC or GC/HQ or the store number that authorized the shipment
- Vendor Must supply complete consignee and shipper name, address and zip code

- If shipment final destination is a Store location, Vendor must input the store # after Guitar Center (GC # 999), GC/DC for the Distribution Center and GC/HQ for the Corporate Office in California
- If the PO routing shows UPS and the shipment is **over 125#**, fax a completed Transportation (Direct to Store) Worksheet to the Logistics Department for routing instruction.
- Do not fax a completed Transportation (Direct to Store) Worksheet if the purchase order shows a pre-assigned routing of **UPS** and the shipment can be shipped using this routing.
- ***For any “RED LABEL” shipment you MUST contact the GC Logistics at 317-858-9999 ext 3105 prior to shipment execution.***

Other Orders – Direct to a Guitar Center Store

- Shipments made direct to Guitar Center stores are required to adhere to the instructions contained in this guide.
- Complete the Transportation (DIRECT TO STORE) Worksheet and fax it to the Guitar Center’s Logistics department for routing instructions.
- Vendors are required to follow all bill of lading preparation instructions contained in this guide. Vendors are not required to follow the “Carton Packing Requirements” section of this guide when shipping direct to a store. DO NOT fax a copy of the packing list to Guitar Center’s Distribution Center if shipping direct to a store. If shipping instruction say ship by UPS, ship UPS using the GC store account number
- Special Order Purchase Orders do not require prior approval and should be shipped directly to the store by the mode of transportation on the PO. If shipping by UPS, ship UPS using the GC store account number. If you have any questions contact GC Logistics at 317-858-9999 ext 3105 prior to shipment execution.

SHIPMENTS BY AIR

- Guitar Center must authorize all air shipments. A control number must be obtained and appear on the carrier’s Bill of Lading. The control number and routing instructions will be issued by our Logistics Department by calling 317-858-9999 ext 3105 or fax to 317-852-8189 or 8199. Failure to obtain prior written approval from the Logistics Department will result in vendor charge back.

Shortages

For LTL (less than truckload) shipments

- Guitar Center will notify the carrier of the shortage and request a copy of the bill of lading to determine how the carrier signed for the shipment.
- If the carrier signed for pallets and Guitar Center received the correct number of pallets, any shortage is the shipper's responsibility. Guitar Center will only pay the vendor for the quantity of merchandise received.
- If the carrier signed for cartons, the shortage is Guitar Center's responsibility. Guitar Center will pay the vendor for the quantity shipped and file claim against the carrier.

For truckload shipments

- The shipper has the responsibility of loading the correct number of cartons or pallets into the trailer.
- Neither Guitar Center, nor the carrier are responsible for any shortages, as long as the seal the shipper used is intact upon arrival at the distribution center. Guitar Center will only pay the vendor for the quantity of merchandise received.
- If the original trailer seal is broken, missing or replaced at the time the trailer arrives at the distribution center, Guitar Center will investigate to determine who is responsible for any missing items.
- If the carrier is responsible, Guitar Center will pay the vendor for the quantity shipped and file a claim against the carrier.

Damages

For LTL (less than truckload) shipments

- Guitar Center will notify the carrier of the damage and request an inspection of the item.
- If the damage was caused by the carrier, Guitar Center is responsible for recovering the cost from the carrier.
- If the damage was caused by poor packaging or by the way the shipper palletized the shipment, Guitar Center will notify the shipper, but the responsibility lies with the shipper.

For truckload shipments

- The shipper has the responsibility to load the trailers in such a manner as to assure damage free transit. Any damage caused by the way the trailer was loaded is the responsibility of the shipper.

Items not ordered

- All items received at the Distribution Center that are not on an open purchase order will be returned to the vendor freight collect.

CARRIER ROUTING:

<i>From</i>	<i>To</i>	<i>Weight</i>	<i>Routing</i>
ALL LOCATIONS	Brownsburg, IN	Any shipment exceeding 10,000 lbs., 800 cubic feet or 8 pallets	G.C. Logistics Department
AL, CT, DC, DE, FL, IA, KY, MD, MN, MS, NH, PA, RI, VA, VT, WV	Brownsburg, IN	125 – 10,000 lbs.	FedEx Freight
NJ (zips 070-089) NY (zips 100-118) PA (zips 180-187, 189-191, 194-196) CT (zips 064-066, 068, 069) DE (zips 197-199) MD (zips 212)	Brownsburg, IN	125 – 10,000 lbs.	Consolidation by Gilbert – East 732-709-5343 732-709-5332 732-709-5384 732-709-5338
Southern California (Zip Code 934 and below)	Brownsburg, IN	125 – 10,000 lbs.	Consolidation by Gilbert - West 909-606-2772
AZ, CO, ID, MT, NM, NV, UT	Brownsburg, IN	125 – 10,000 lbs.	FedEx National
IL, IN, MI, OH, WI	Brownsburg, IN	125 – 10000 lbs.	FedEx Freight
Northern California (Zip Codes 935 and above) AR, GA, KS, LA, MA, ME, MO, NC, NE, NJ, ND, NY, OK, SC, SD, TN, TX, OR, WA, WY Canada	Brownsburg, IN	125 – 10, 000 lbs.	Roadway Express
Canada	Brownsburg, IN	125 – 10, 000 lbs.	Roadway Express



GC Logistics Request for Approval

Request must be e-mailed or faxed by 10am EST

24 hrs prior to ship for LTL / 48 hrs for TL.

To: Guitar Center
Attn: Logistics Department
Email: gclogistics@guitarcenter.com
Fax: 317-852-8189 or 8199
Phone: 317-858-9999

Shipment Approval #

Date: _____
 Contact Name: _____
 Fax #: _____
 Shipping City: _____
 Loading Hrs: _____
 Linear Trl Ft: _____
 On Pallets? Yes _____ No _____
 Are pallets stackable? _____

Carrier to use: _____
 Vendor: _____
 Phone: _____
 Date Ready: _____
 State & Zip: _____
 Weight: _____ #Ctns: _____
 Cubic Feet: _____
 Total # of pallets: _____

**Number of truckloads needed: _____
 IF LTL overflow also required, please provide
 Overflow pallet count _____ weight _____

If a P.O. is not shipping complete put "NC" on the end of the P.O. number and use a separate sheet to show detail by SKU. If a SKU is not shipping complete, ship only approved master pack quantities.

P.O. # _____	#Ctns _____	Reason Code: _____
P.O. # _____	#Ctns _____	Reason Code: _____
P.O. # _____	#Ctns _____	Reason Code: _____
P.O. # _____	#Ctns _____	Reason Code: _____
P.O. # _____	#Ctns _____	Reason Code: _____
P.O. # _____	#Ctns _____	Reason Code: _____
P.O. # _____	#Ctns _____	Reason Code: _____
P.O. # _____	#Ctns _____	Reason Code: _____
P.O. # _____	#Ctns _____	Reason Code: _____
P.O. # _____	#Ctns _____	Reason Code: _____
P.O. # _____	#Ctns _____	Reason Code: _____
P.O. # _____	#Ctns _____	Reason Code: _____
P.O. # _____	#Ctns _____	Reason Code: _____

Comments/ Special Instructions: _____

Reason Code: 1) Cancelled 2) Not on File 3) Previously Received 4) Too Early 5) Too Late



GC Logistics Request for Approval DIRECT TO STORE

Request must be e-mailed or faxed by 10am EST
24 hrs prior to LTL shipment only.

To: **Guitar Center**
Attn: **Logistics Dept**
E-Mail: **gclogistics@guitarcenter.com**
Fax: **317-852-8189 or 8199**
Phone: **317-858-9999**

Shipment Approval #

Carrier to use: _____

Date: _____
Contact Name: _____
Fax #: _____
Shipping City: _____

Vendor: _____
Phone: _____
Date Ready: _____
State & Zip: _____

P.O. # _____
of Cartons _____ Weight _____

Store # _____
On Pallet? _____

Special Instructions: _____

P.O. # _____
of Cartons _____ Weight _____

Store # _____
On Pallet? _____

Special Instructions: _____

P.O. # _____
of Cartons _____ Weight _____

Store # _____
On Pallet? _____

Special Instructions: _____

P.O. # _____
of Cartons _____ Weight _____

Store # _____
On Pallet? _____

Special Instructions: _____

Reason Code: 1) Cancelled 2) Not on File 3) Previously Received 4) Too Early 5) Too Late

Comments: _____

Expense Offset POLICY – EFFECTIVE January 1, 2004

Violations (Violation Codes)

Penalty

(BO) Failure to prepay backorder	Reversal of all freight charges*
(BOL) Failure to fax a copy of the bill of lading	Administrative fee of \$250.00
(CL) Failure to reference all purchase orders bill of lading	Administrative fee of \$250.00 per shipment
(DC) Failure to use designated carrier	Reversal of all freight charges*
(DT) Detention Charges for loading or unloading	Reversal of all detention charges*
(ES) Early shipment	Administrative fee of \$250.00 and reversal of all freight charges
(FA) Failure to obtain shipment approval number (non info-link vendors only)	Administrative fee \$250.00 per purchase order
(LS) Late Shipment	Administrative fee of \$250.00 and reversal of all freight charges
(PC) Shipped parcel carrier without authorization	Administrative fee of \$250.00 per shipment and reversal of all freight charges
(MS) More than one shipment shipped on the same day, on separate bills of lading	Reversal of all freight charges*
(NO) Substitutions and/or merchandise not on PO	Administrative fee of \$250.00 and reversal of all freight charges
(PL) Failure to fax or send a packing list	Administrative fee of \$250.00 per shipment
(TR) Failure to call truckload routing	Reversal of all freight charges*
(UA) Unauthorized Air Shipment	Reversal of all freight charges*
(UPC) No UPC	.25 per piece

*An administrative fee of \$35.00 is also added to all charge backs unless otherwise noted above.

Vendor Procedures for Disputing and Returning Defective Warranty Merchandise (DWM)

Overview: Carlos Chevez is Guitar Center's RTV Coordinator selected to act as liaison between Vendors and all appropriate departments at Guitar Center concerning problems with RTV shipments of Defective Warranty Merchandise. Please contact Carlos with any disputes concerning DWM merchandise shipped to you by our DC. Carlos is responsible for issuing authorizations and purchase orders so you can return and invoice Guitar Center for NTF merchandise, Repaired Non-Warranty Defective Merchandise, and Unrepaired Non-Warranty Defective Merchandise. Carlos can be reached at C.CHEVEZ@guitarcenter.com. - all communications must be handled via Internet e-mail.

Acronyms Defined

D&D Damaged and/or Defective merchandise
DWM Defective Warranty Merchandise
NTF No Trouble Found (on allegedly defective merchandise)
RTV Return To Vendor merchandise

DWM

- Guitar Center's D&D Returns Dept. (#986) at our Distribution Center will RTV palletized DWM and ship it to you using a reference number consisting of the Standing Return Authorization Number followed by the date of shipment. DWM returns will be processed on a regular schedule set by the DC.
- Guitar Center will debit you for the cost of the product and inbound/outbound freight charges at the time of shipment.
- Guitar Center will not repurchase DWM units after they have been repaired.
- Vendors have 30 days from date of receipt of a DWM shipment to verify whether all units are DWM or if any units are: a) NTF or b) Defective but not under warranty, and to notify Carlos Chevez as such.

NTF Merchandise

- All e-mail communications for items that are determined to be NTF or Non-Warranty must include an attached copy of the Guitar Center Disputed DWM Return Authorization Form. Carlos Chevez will e-mail you a copy of this form upon request.
- Your designated repair representative will need to fill out the Vendor Name, Vendor Contact, Date, Contact E-mail Address, Vend Part #, Description, Serial #, RTV #, Cost, and Freight Reversal fields of the form.
- Upon receipt and inspection of each shipment you will first need to verify that each item is DWM.
- For NTF units with a cost value of \$100.00 or more, input \$25.00 in the "NTF CHARGE" field of the Disputed DWM Return Authorization Form. For accessory items input a NTF charge no greater than 20% of the cost value of the item. E-mail the completed form to Carlos Chevez.

- Within 3 working days of receiving the completed Disputed DWM Return Authorization Form Carlos will build a new purchase order for the merchandise and input the number in the “P.O. #” field of the Return Authorization form and e-mail it back to your representative.
- Vendors have 60 days from receipt of the merchandise to process and return NTF merchandise to the DC after which the P.O. number will expire. Any NTF units returned beyond the 60-day window will be refused at the DC.
- Make sure the new P.O. number is included on the shipping label. If the new P.O. number is not on the label, the package will not be accepted by our Distribution Center.
- The best accounting practice when shipping back NTF merchandise is to invoice us using three separate line items: a) the cost of the item, using the same amount as debited on the RTV invoice; b) the NTF fee; c) and the freight charge reversal. NTF fees and freight charge reversals cannot be rolled into the cost of NTF merchandise. Reference the new P.O. number and the original RTV number on each NTF return invoice.
- Within 5 working days of receipt at our Distribution Center, our Quality Control Technicians will inspect the item and verify the NTF.
- If it is truly NTF, Accounts Payable will be notified to pay the invoice upon receipt.
- All items that are not found to be NTF will be dealt with on a case-by-case basis.

Repaired Non-Warranty Defective Merchandise – repair charges equal to/less than 20% of cost

- If you determine a DWM unit is out of warranty, enter the parts and labor costs to repair it in the appropriate fields of the Disputed DWM Return Authorization Form. The form will compute what percentage the repair is of the cost.
- If the percentage that is in the “% of Cost” field is 20% or less, you do not need authorization to complete the repair.
- E-mail a copy of the Disputed DWM Return Authorization Form to Carlos Chevez.
- Within 3 working days of receipt, Carlos will build a new purchase order for the merchandise and input the number in the “P.O. #” field of the Disputed DWM Return Authorization Form and e-mail it back to your representative.
- Vendors have 60 days from receipt of the merchandise to process and return repaired Non-Warranty Defective Merchandise to the DC after which the P.O. number will expire. Any repaired Non-Warranty Defective Merchandise returned beyond the 60-day window will be refused at the DC.
- Make sure the new P.O. number is included on the shipping label. If the new P.O. number is not on the label, the package will not be accepted by our Distribution Center.
- The best accounting practice when shipping back Repaired Non-Warranty Defective Merchandise is to send an invoice with three separate line items: a) the cost of the item, using the same amount as debited on the RTV invoice; b) the repair charges; c) and the freight charge reversal. Repair charges and freight charge reversals cannot be rolled into the cost of Repaired Non-Warranty Defective Merchandise. Reference the new P.O. number and the original RTV number on each repair invoice.
- Within 5 working days of receipt of the merchandise at our Distribution Center, our Quality Control Technicians will inspect the item and verify the repair has been properly completed and the unit is fully functional.
- If the repair has been completed to their satisfaction, Accounts Payable will be notified to pay the invoice upon receipt.
- All items that are not repaired to Quality Control’s satisfaction will be dealt with on a case-by case basis.

Repaired Non-Warranty Defective Merchandise – repair charges greater than 20% of Cost

- If repair costs on a piece of Non-Warranty Defective Merchandise exceed 20% of the item's cost, you must obtain approval before any work is started.
- Within 3 working days of receipt of the Disputed DWM Return Authorization Form Carlos Chevez will review it with the appropriate Buyer.
- If the Buyer wishes to have the piece repaired, Carlos Chevez will enter the Buyer's name in the Repair Authorized By field and build a new P.O. at the same price debited on the original RTV, enter the number in the P.O.# field, and e-mail it back to your representative.
- Vendors have 60 days from receipt of the merchandise to process and return Repaired Non-Warranty Defective Merchandise to the DC after which the P.O. number will expire. Any Repaired Non-Warranty Defective Merchandise returned beyond the 60-day window will be refused at the DC.
- Make sure the new P.O. number is included on the shipping label. If the new P.O. number is not on the label, the package will not be accepted by our Distribution Center.
- The best accounting practice when shipping back Repaired Non-Warranty Defective Merchandise is to send an invoice with three separate line items: a) the cost of the item, using the same amount as debited on the RTV invoice; b) the repair charges; c) and the freight charge reversal. Repair charges and freight charge reversals cannot be rolled into the cost of Repaired Non-Warranty Defective Merchandise. Reference the new P.O. number and the original RTV number on each repair invoice.
- Within 5 working days of receipt of the merchandise at our Distribution Center, our Quality Control Technicians will inspect the item and verify the repair has been properly completed and the unit is fully functional.
- If the repair has been completed to their satisfaction, Accounts Payable will be notified to pay the invoice upon receipt.
- All items that are not repaired to Quality Control's satisfaction will be dealt with on a case-by case basis.

Unrepaired, Non-Warranty Defective Merchandise

- If the Buyer does not wish to have the product repaired, Carlos Chevez will enter "Do Not Repair" in the "Repair Authorized By" field, build a P.O. at the current cost, enter it in the P.O.# field and e-mail it to your representative.
- Vendors have 60 days from receipt of the merchandise to process and return unrepaired, Non-Warranty Defective Merchandise to the DC after which the P.O. number will expire. Any Unrepaired Non-Warranty Defective Merchandise returned beyond the 60-day window will be refused at the DC.
- Make sure the new P.O. number is included on the shipping label. If the new P.O. number is not on the label, the package will not be accepted by our Distribution Center.
- The best accounting practice when shipping back Unrepaired Non-Warranty Defective Merchandise is to send an invoice with three separate line items: a) the cost of the item, using the same amount as debited on the RTV invoice; b) a flat \$25.00 bench fee; c) and the freight charge reversal. Bench fees and freight charge reversals cannot be rolled into the cost of Unrepaired Non-Warranty Defective Merchandise. Reference the new P.O. number and the original RTV number on each repair invoice.
- Within 5 working days of receipt at our Distribution Center, Accounts Payable will be notified to pay the invoice upon receipt.

**** *****SPECIAL NOTE** *******

“Store Direct” Repairs: Customer-Owned and Store-Owned, Warranty and Non-Warranty

This document was created for our vendors to communicate the procedures for returning to the DC and recouping all costs related to DWM that turned out not to be defective or to be defective but not under warranty. Please be aware there will also be instances where Guitar Center stores need to ship defective merchandise on a “store direct” basis to our vendors. Reasons include: a) Lack of availability of local service station; b) Specialized repair better performed by a vendor; c) Vendor request. In most cases “store direct” repairs are owned by end-users, not by Guitar Center.

- Vendors should process “store direct” customer-owned, non-warranty repairs ASAP, and ship them back directly to the store of origin with a C.O.D. tag to cover the costs of repair and shipping.
- Vendors should process “store direct” customer-owned, warranty repairs ASAP, and ship them back directly to the store of origin with a C.O.D. tag to cover return shipping costs.
- Vendors should process “store direct” store-owned, non-warranty repairs ASAP, and ship them back directly to the store of origin with a C.O.D. tag to cover the costs of repair and shipping.
- Vendors will also on occasion receive “store direct” repairs for store-owned goods that have been used for demo/display purposes and that have become defective within the vendor’s warranty period. Vendors should process any “store-direct” store-owned, warranty repairs ASAP, and ship them back directly to the store of origin with a C.O.D. tag to cover return shipping costs.

Warranty Repair of Store Owned Goods

Carlos Chevez will be a liaison between all Vendors and all appropriate departments at Guitar Center concerning repair issues. You will need to contact this individual for all authorizations and purchase orders for repaired merchandise. All repair communications will need to be handled via Internet e-mail. Carlos can be reached at cchevez@guitarcenter.com.

Repairs

- Based on a predetermined return schedule, Guitar Center's D & D Return Center (#986) at our Distribution Center will RTV palletized product to be repaired and ship it to you using a "Standing Return Authorization Number."
- At the same time, our Quality Control staff will e-mail your designated repair representative a "Guitar Center Repair Authorization" form. This form will include all pertinent information (your part number, description, serial number if applicable, cost, and reason for repair) that you should need.
- Guitar Center will debit you for the cost at this time.
- You will first need to determine if the product is defective warranty merchandise (DWM) or out of warranty. You will need to put a Y for yes or N for no in the "WAR Y/N" field on the form.

Warranty Repairs

- Guitar Center will no longer repurchase DWM units after they have been repaired.
- Within 30 days of receipt of the merchandise, you will need to determine whether the DWM unit has a valid problem or no trouble is found (NTF) and notify Carlos Chevez.
- For NTF units, you will need to input \$25.00 in the "NTF CHARGE" field of the Repair Authorization form and e-mail it to Carlos Chevez.
- Within 3 working days of receipt, Carlos will build a purchase order for the merchandise and input it in the "PO #" field of the Repair Authorization form and e-mail it back to your representative.
- You will then return the product to #986 within 60 days of receipt of the merchandise as per current freight guidelines found on this website.
- You will make sure the PO number is included on the shipping label. If the PO is not on the label, the package will not be accepted by our Distribution Center.
- You will bill Guitar Center \$25 separately as an NTF fee, with reference to the RTV number. This fee is not to be included in the cost of the piece.
- Within 5 working days of receipt at our Distribution Center, our Quality Control Technicians will inspect the item and verify the NTF.
- If it is truly NTF, Accounts Payable will be notified to pay the invoice per the agreed upon terms.
- All items that are not found to be NTF will be dealt with on a case-by-case basis.

Out of Warranty Repairs-Less than 20% of Cost

- If the unit is out of warranty, you will need to enter the parts and labor costs to repair it in the appropriate fields of the Return Authorization form. There are formulas in the form that will compute the percentage the repair is of the cost.
- If the percentage that is in the “% of Cost” field is 20% or less, you will not need authorization to complete the repair.
- You will then e-mail a copy of the Repair Authorization form to Carlos Chevez.
- Within 3 working days of receipt, Carlos will build a purchase order for the merchandise and input it in the “PO # “ field of the Repair Authorization form and e-mail it back to your representative.
- All repairs will need to be completed and returned within 60 days of receipt of the merchandise.
- Once the repair is complete, you will return the product to #986 as per current freight guidelines found on this website.
- You will make sure the PO number is included on the shipping label. If the PO is not on the label, the package will not be accepted by our Distribution Center.
- Within 5 working days of receipt of the merchandise at our Distribution Center, our Quality Control Technicians will inspect the item and verify that the reason for the repair has been resolved.
- If the repair has been completed to their satisfaction, Accounts Payable will be notified to pay the invoice per the agreed upon terms.
- All items that are not repaired to Quality Control’s satisfaction will be dealt with on a case-by case basis.

Out of Warranty Repairs-Greater than 20% of Cost

- **If repair costs on an out of warranty product exceeds 20%, you must have approval before any work is started.**
- Within 3 working days of receipt of the Repair Authorization form, Carlos Chevez will review it with the appropriate Buyer.
- If the Buyer wishes to have the piece repaired, Carlos Chevez will enter the Buyer’s name in the Repair Authorized field and build a PO at the new cost, which will include the cost of the repair, enter it in the PO# field, and e-mail it back to your representative.
- All repairs will need to be completed and returned within 60 days of receipt of the merchandise.
- Once the repair is complete, you will return the product to #986 as per current freight guidelines as found on this website.
- You will make sure the PO number is included on the shipping label. If the PO is not on the label, the package will not be accepted by our Distribution Center.
- Within 5 working days of receipt of the merchandise at our Distribution Center, our Quality Control Technicians will inspect the item and verify that the reason for the repair has been resolved.
- If the repair has been completed to their satisfaction, Accounts Payable will be notified to pay the invoice per the agreed upon terms.
- All items that are not repaired to Quality Control’s satisfaction will be dealt with on a case-by case basis.

Non-repaired Out of Warranty Merchandise

- If the Buyer does not wish to have the product repaired, Carlos Chevez will enter “Do Not Repair” in the “Repair Authorized By” field, build a PO at the current cost, enter it in the PO# field and e-mail it to your representative.
- Within 60 days of receipt, you will return the product to #986 as per current freight guidelines as found on this website.
- You will make sure the PO number is included on the shipping label. If the PO is not on the label, the package will not be accepted by our Distribution Center.
- Within 5 working days of receipt at our Distribution Center, Accounts Payable will be notified to pay the invoice per the agreed upon terms.



Standing Return Authorization Form

Standing Return Authorization Number: _____

Submission Date: _____

Vendor Name: _____

Vendor Number: _____

Main Contact Name: _____

Phone Number: _____

Fax Number: _____

Email: _____

Payment Terms: _____

Shipping Address for RTVs:

Street: _____

City: _____ State: _____ Zip: _____

Submit this form to the Guitar Center Distribution Center via:

- Fax: (317) 852-7449
- Email: ctodd@guitarcenter.com, jbaker@guitarcenter.com, smeyers@guitarcenter.com.
- Mail: Guitar Center Distribution Center, 950 E. Northfield Dr., Brownsburg, IN 46112. Attention: Pam Greer