

Product Removal (RTV)

General Instructions

- Buyers will provide vendors with a copy of the Product Removal Form to request the following information:
 - Product Removal Number
 - Approval Date
 - Vendor Contact Information
 - Vendor Address
 - Shipping Method
 - Vendor Approval of Terms
- Vendors must return the completed form to the buyer within 48 hours of receipt.
- Vendors will be responsible for additional freight and handling expenses DSW incurs to process product removal (RTV) on quality or factory defective goods. Additional freight and handling expenses are based on product type and location and will be added to the landed cost of the goods when the charge back is applied.
- DSW's DC and Stores will execute the product removal from inventory. DSW will provide total cases and units to be returned. Upon request, DSW can provide style and color quantities to be returned.
- DSW's Transportation Group will contact the vendor to notify goods are available for pickup. Vendors must schedule pickup within 48 hours of notification. Failure to schedule within 48 hours may result in a product holding fee of \$500.
- Any requests for exemptions or inquiries can be made to Chris Kitchen at chriskitchen@dswinc.com.