



## PEP BOYS SUPPLIER COMPLIANCE

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### CHARGE BACK COPY REQUESTS

In order to accommodate your supplier compliance chargeback request, the following procedure must be followed or your request will not be acknowledged and chargeback copy will not be sent. The chargeback you are requesting has already been transmitted to your Pep Boys compliance contact. Please check with them before requesting a copy.

To request a chargeback copy(s) please follow the criteria below.

1. Please fill out all information on the Chargeback Request Form and attach via e-mail to with the words "chargeback copy request" in the subject line to [suppliercompliance@pepboys.com](mailto:suppliercompliance@pepboys.com)
2. Excessive requests for chargebacks will be provided at an additional fee per chargeback request
3. Please note chargeback copies can only be sent to the original recipient of the chargeback as listed in our Compliance Management System. Copies that need to be sent to an additional contact will be delayed due to the fact that this is a manual process. \* It is important to keep your company's compliance contact up to date by sending contact information to [suppliercompliance@pepboys.com](mailto:suppliercompliance@pepboys.com)  
**We strongly recommend that vendors setup an e-mail hub so all parties can retrieve their documents and keep their contact information current**
4. If you request a chargeback copy and are not listed as a contact you will be setup to receive all future chargeback copies
5. All chargeback copy requests will be processed on Tuesdays and should be received on the following Wednesday. RTV invoicing and pricing deductions need to be addressed to our AP Compliance department at [apcompliance@pepboys.com](mailto:apcompliance@pepboys.com)
6. Chargeback copies can only be disputed if it is received within the 30 days of the original transmission of the chargeback as stated in our supplier compliance dispute procedure.