

IPROMOTEU DISPUTES POLICY

How to file a dispute:

Filing a dispute claim is easier than you think. Simply raise the job you wish to put in dispute in **XOMS**, click the "Create Dispute" option located in the More section of the Blue Menu. From here, you'll be asked 6 questions. Once completed, click "Ok."

Your claim will then be reviewed and followed up on with the vendor.

If the job that you are disputing is part of a bundled purchase order, please notate that on your dispute.

This is to ensure that we are working off the original purchase order created for the order.

Samples:

Since iPROMOTEu processes these orders with no fees, we ask that you address pricing concerns, returns, disputes and /or credits directly with the vendor.

If iPROMOTEu receives a credit from a vendor after the job has been billed, your personal account will be credited separately.

Credit Minimum:

If an invoice is put in dispute for a credit totaling **\$10.00** or less, the dispute will automatically be denied in our system.

You can always address these pricing concerns, returns, disputes and /or credits directly with the vendor.

If iPROMOTEu receives a credit regarding that matter, it will be applied towards your personal account at that time.

Time Frames:

This can vary from vendor to vendor and situation to situation.

For example, request to return of blank goods to a supplier will result in a credit being issued much more quickly than a dispute over unsatisfactory goods.

- **Time frame expectations in regard to having my credit applied once the vendor and affiliate has come to an agreement?**

This can vary from vendor to vendor. The average window to receive an agreed upon vendor credit is between 10 & 15 business days.

No vendor Follow up – Vendors:

Please note that if the vendor you are disputing and order with is a “Do Not Follow Up” vendor we will attempt to reach out to the vendor twice.

If at the second time we do not receive a response from the vendor, the dispute will be closed in our system and you will need to follow up with the vendor directly for a dispute resolution on the matter.

Pre -Pays Discretion:

Ultimately, the Affiliate is responsible for payment of all orders placed through iPROMOTEU. This is especially true with Pre-pays. It is important to choose your vendors wisely and try to find an alternative vendor that may already have terms with iPROMOTEU.

If a dispute is placed with a pre-pay vendor, please note that the resolution time frame will take longer to receive their refunds as requested and is not always guaranteed. You will be notified by Disputes of any and all vendor responses and dispute outcomes, both positive and negative.

Who is responsible for payment of goods and/or services if the Customer refused to pay and the vendor won't work with us?

Ultimately, the Affiliate is responsible for payment of all orders placed through iPROMOTEU.

A list of preferred suppliers can always be found on the [Affiliate Webzone](#).

We also have a list of "[Avoid Vendors](#)".

You will be notified by Disputes of any and all vendor responses and dispute outcomes, both positive and negative.

Sales Tax:

Disputes does not follow up on vendor sales tax credits. We have a dedicated team in our AP department that works on tax discrepancies directly.

The Vendor Sales Tax team is more than happy to assist you on your sales tax credit request on your order. They can be contacted directly at vendorsalestax@ipromoteu.com.

If iPROMOTEU receives a sales tax credit from a vendor after the job has been billed, your personal account will be credited separately.

Any questions, please contact our Disputes department directly at disputes@ipromoteu.com or [774-290-1953](tel:774-290-1953).