What is a Damage & Defect Allowance (DDA)?

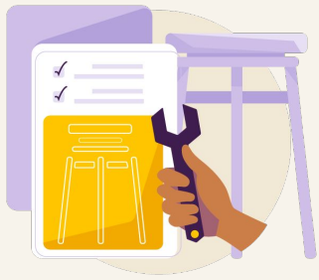
If a product is delivered to a customer and there are freight related damages or manufacturing defects, in order to ensure efficient resolution of this problem, Wayfair will handle these issues and the associated customer service. In order to cover these costs, Wayfair will deduct 4%, or your agreed upon percentage, from the wholesale cost of every product purchased (Varies by Supplier).

WHAT IT COVERS

- Freight related damages
- Occasional manufacturing defects
- Recurring product defects are not included and are subject to the terms of your Supplier Agreement

WHAT IS NOT COVERED

- Missing information
- Mis-shipment
- Lost in transit
- Buyer's remorse returns
- Missing parts
- Replacement units when a part is requested and canceled, or is not delivered by a supplier in a timely manner
    - When a replacement part is requested the supplier is responsible for absorbing that cost. If the requested part is not provided and a full replacement unit is shipped instead, the supplier will pay for the new unit's wholesale and shipping cost. (Unless Customer Cancels part)
- If Wayfair offers another resolution to the customer to resolve the customer's issue, Supplier is responsible for the cost of the resolution up to the cost of a Replacement Unit and associated shipping costs.



Supplier Transfer Program

An opt-in program that enables suppliers to work directly with customers to resolve post-order issues. If a customer reports an incident to Wayfair, we will transfer them to the supplier's support team for further diagnosis and resolution. In addition, Wayfair has a dedicated specialized team that is available to assist in processing resolution on behalf of the supplier (and our mutual customer) when a high cost or financial resolution is the outcome of the diagnosis.

Benefits

- Reduced incident rate and costs
- Get real-time customer feedback to improve customer experience
- Distinguish incidents from non-incidents and provide the most cost-effective solutions for incidents

wayfair PARTNER