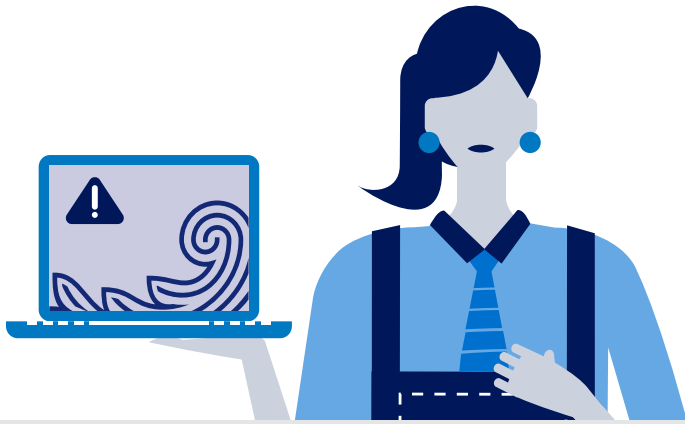


Help Prevent Disputes on Business-to-Business Orders



DON'T
do business
WITHOUT IT™



Disputes can be costly, time-consuming and damaging to customer relationships. Here are some tips to help you prevent them on business-to-business (B2B) orders canceled, not received and damaged.



Canceled/Returned Orders

- Clearly display your policies for returns and cancellations.
- Specify “non-cancellable” or “non-refundable” purchases to the customer.
- Disclose when advance payments are billed immediately.
- Issue refund credits promptly.



Not Received Orders

- Wait to submit the charge until goods have been shipped or the service has been provided.
- Notify the customer about delays in fulfillment.
- Obtain receipt acknowledgment from the customer or person who takes the delivery.



Dissatisfied/Damaged Orders

- Make it easy for your customers to contact you.
- Ensure your order confirmations include where to view policies and terms and conditions, as well as pickup or return instructions.
- Work with the customer to resolve issues to help prevent disputes.

For more guidance on preventing disputes, visit
americanexpress.com/managedisputes.