

Billing + Payment	Email Address
All Payment Related Queries	invoicequeryeu@urbn.com
DC Non-Compliance Chargeback Queries + Disputes	urbnchargebacks.eu@urbn.com
Shortage Disputes (CR-99 Deductions)	Contact Buyer
Price Error Deductions	Contact Buyer
Non-Tradestone Invoice Submissions (by pre-agreement with EU VR Support only!)	invoiceseuropa@urbn.com
Purchase Order	Email Address
UK/EU Purchase Order Queries	Contact Buyer
Ticketing + Packaging	Email Address
Pre-Ticketing Procedures + Placement, Carton Packing + Marking, Service Bureau Queries, Missing Tickets + Labels	vrsupport.eu@urbn.com
PFC Print Centre Queries	pfcinvoicing@urbn.com
Tradestone	Email Address
Tradestone Setup, Login, Profile Updates, Tradestone Packing List, Carton Labels + Invoice Queries	vrsupport.eu@urbn.com
Regulatory Compliance	Email Address
Consumer Product Safety	khughes@urbn.com
Social Responsibility	Email Address
Factory Audits, Supply Chain Mapping etc.	lreese@urbn.com
Customs Compliance	Email Address
Customs Description Queries	customsdescription@urbn.com
Customs Courier + Sample Shipment Queries	ukimportcourier@urbn.com
Customs Air, Ocean + Road (ship mode of Ground EU on PO) Queries for Shipments to UK	ukimportcompliance@urbn.com
Customs Air, Ocean + Road (ship mode of Ground EU on PO) Queries for Shipments to EU	euimportcompliance@urbn.com
Shipping + Delivery	Email Address
All Transport Related Queries	transportation.eu@urbn.com
Own Carrier Bookings	brequest@urbn.com
Vendor Resources	Email Address
Vendor Website Queries or Concerns	vrsupport.eu@urbn.com
URBN Policies	Email Address
Terms of Purchase Agreements + Policies	bhebert@urbn.com