

Janis Auyang

From: Sarah McMullen <sarah.mcmullen@kohls.com>
Sent: Thursday, October 30, 2025 11:12 AM
To: Kari Wittig
Cc: Sara Land
Subject: Re: Late Shipment Charges - Friends Forever Pet PO's

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Kari

Please dispute and we will work to get it reversed.

We did add the exemptions so I'm not sure why the chargeback occurred

Thanks

On Wed, Oct 29, 2025 at 5:15 PM Kari Wittig <kari.wittig@jlahome.com> wrote:

 **External Sender:** Be Aware of Links, Attachments and Requests. 

Hi Sarah & Sara,

We received a total of \$33,814.81 in chargebacks for Late Landed Shipments on Pet PO's last week and the weekly summary report is attached. Sarah had confirmed the PO's could be moved up a week and have exemptions added for not having containers available for pickup on the first day of the ship window. Brittney updated PO's and confirmed the exemptions had been added. The email confirmation is attached.

We received chargebacks for not being available for pickup until 10/7 on the below highlighted PO's, even though the exemption was confirmed.

Customer PO#	ETA port date
15852159	2025/10/3
15852160	2025/10/4
15852161	2025/10/4
15852162	2025/10/4
15852163	2025/10/4
15852164	2025/10/3
15852165	2025/10/3
15852166	2025/10/3 & 2025/10/4
15852167	2025/10/3

We will be disputing the charges, and I was hoping to have your confirmation that they were not valid as additional documentation to support the dispute.

Thanks,

Kari Wittig

JLA Home (a division of E&E Co., Ltd)

VP of Sales

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Sarah McMullen

Senior Planning Manager / Bath & Pet

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