

Kohl's Compliance Team:

We would like to dispute the late shipment claim regarding the following orders.

Our review confirms that all orders were shipped on time. The Shipment ID **POE25120693** corresponds to the containers in question, specifically the three containers highlighted in yellow/red in your claim.

All containers were available prior to the start of the ship window (**02/02/2026–02/07/2026**). Pickup was initiated on **01/26/2026**, and all containers were successfully picked up on **01/28/2026** and **01/29/2026**.

Supporting documentation, including the notification email and POD screenshots, has been provided. Based on this, we are denying this chargeback.

PO Number	CB Number	DC	Violation Amount	CB Reason	Related Container #
15963081	17054087	90	\$53.38	Landed Late Shipment	TCNU1815446
15963096	17054085	90	\$4,065.93	Landed Late Shipment	UACU5654948
	17058195	90	\$2,669.10	Landed Late Shipment	HLBU1894819
15963114	17054089	90	\$3,840.62	Landed Late Shipment	TCNU1815446
	17058197	90	\$1,468.60	Landed Late Shipment	HLBU1894819
		Total	\$12,097.63		

Customer PO#	Des.	Qty	COO	SW	Vessel Date	ETA	Shipment ID	Container #	Container Status
15963081	SOFT MEDALLION 6 PC COMFORTER SET	12	PK	02/02/2026-02/07/2026	12/23/25	1/24/26	POE25120693	BMOU4927512	Picked 2026/1/28
	HLBU1894819							Picked 2026/1/28	
	TCNU1815446							Picked 2026/1/29	
	MP-Sadie Comforter 6pcs Set								
	BETTY 6 PC COMFORTER SET								
15963096	BETTY 6 PC COMFORTER SET	2308							
15963114	SOFT MEDALLION 6 PC COMFORTER SET	1193	PK	02/02/2026-02/07/2026	12/23/25	1/24/26	POE25120693		
	MP-Sadie Comforter 6pcs Set								
	BETTY 6 PC COMFORTER SET								

Tracing by Booking

Please enter a Booking No. or a Bill of Lading No. to perform your search. Use also the **Vessel Tracing** for the current vessel schedule.

Booking No. Bill of Lading No.

Find **Clear**

Your search yielded a list of several containers. Select a container to receive more details.

Type	Container No.	Status	Date	Place of Activity
<input type="radio"/> 45GP	UACU 5654948	Departure from	2026-01-28	NEW YORK, NY
<input type="radio"/> 45GP	TCNU 1815446	Departure from	2026-01-29	NEW YORK, NY
<input type="radio"/> 45GP	HLBU 1894819	Departure from	2026-01-28	NEW YORK, NY
<input type="radio"/> 45GP	BMOU 4927512	Departure from	2026-01-28	NEW YORK, NY

Details **Customs**

Line LFD 1/29, please arrange pick up, thank you.

Container No.	Reference	Release Date	Location	Release Place	Pick-Up by	Demurrage last free day *
<input type="radio"/> UACU 5654948		2026-01-26	NEW YORK, NY	MAHER TERMINAL		2026-01-29, 11:59 PM
<input type="radio"/> TCNU 1815446		2026-01-26	NEW YORK, NY	MAHER TERMINAL		2026-01-29, 11:59 PM
<input type="radio"/> HLBU 1894819		2026-01-26	NEW YORK, NY	MAHER TERMINAL		2026-01-29, 11:59 PM
<input type="radio"/> BMOU 4927512		2026-01-26	NEW YORK, NY	MAHER TERMINAL		2026-01-29, 11:59 PM

Container	Available	Line Op	ISU	Freight	Discharge	Home/Origin	Delivered	Outtime	Freight	Last Free Day
UACU5654948	Yes	HLC	40' 9'6" Dry	FCL	2026-JAN-24 21:12:41	Telton / \$151		Released	Yes	2026-Jan-30
TCNU1815446	Yes	HLC	40' 9'6" Dry	FCL	2026-JAN-24 20:59:28	Telton / \$151		Released	Yes	2026-Jan-30
HLBU1894819	Yes	HLC	40' 9'6" Dry	FCL	2026-JAN-24 21:07:32	Telton / \$151		Released	Yes	2026-Jan-30
BMOU4927512	Yes	HLC	40' 9'6" Dry	FCL	2026-JAN-24 21:19:32	Telton / \$151		Released	Yes	2026-Jan-30

答复: D.O. EQF-0066219-9 POE25120693 HLCUKH251151614



yaojichun <yaojichun@jachina.com>
To: CIPRIAN, Dawn
Cc: jeanne.zeng@jahome.com; Sandy Chiem

Reply Reply All Forward
Mon 1/26/2026 11:03 PM

Hello Dawn,
Containers for this shipment are available. LFD 1/30
Pls pick up asap.

BMOU4927512
HLBU1894819
TCNU1815446
UACU5654948

MAHER

Search by Container, Line Id, Dates, Vessel, Customs Status, Freight Status

Click On Any Row To View Details For The Container

Container	Available	Line Op	ISO	Freight	Discharged	Vessel/Voyage	Delivered	Customs	Freight	Last Free Day
BMOU4927512	Yes	HLC	40' 9'6" Dry	FCL	2026-JAN-24 21:19:32	Tolten / 5151		Released	Yes	2026-Jan-30
HLBU1894819	Yes	HLC	40' 9'6" Dry	FCL	2026-JAN-24 21:07:32	Tolten / 5151		Released	Yes	2026-Jan-30
TCNU1815446	Yes	HLC	40' 9'6" Dry	FCL	2026-JAN-24 20:59:25	Tolten / 5151		Released	Yes	2026-Jan-30
UACU5654948	Yes	HLC	40' 9'6" Dry	FCL	2026-JAN-24 21:12:41	Tolten / 5151		Released	Yes	2026-Jan-30

Thank you !

Angeline Yao
E&E Logistics

Please see the attached supporting documents:

- Two email confirmations from our shipping team
- POD images provided by the shipping company

All four containers were **available for pickup on 1/26/26** and were subsequently **picked up on 1/28/26 and 1/29/26** as scheduled. Based on this, the claim for late shipment is inaccurate.

Kindly review the attached documentation and advise on the reversal of the chargeback.

Thank you for your attention to this matter.