

Chargeback Credit Memo Request Form

Date: 6/24/2019 Chargeback Case #: CB1900024

Credit Memo Amount: \$678.00

Customer ID: MACY02 Customer Name: Macy's.com

Chargeback Ref #: 28796342 28796750 28801074 Cust. PO #: 1344091 3976512
28796731 28798387

Check #: 1735090 Invoice #: 28796342 28796750 28801074 28796731
28798387

AR Ref #: 12136780

Chargeback Reason: Compliance Violation-E&E US-40080-0000

Division Code: _____ Division Name: _____

Violation Description: Compliance-Packaging

Detailed Description: Mdse not placed in own polybag
Mdse not placed in own polybag/ Mdse not Securely Sealed

Investigator: Daisy Zhao,Jackie Guo

Responsible Party: China Production

Note: DISPUTE DENIED - The merchandise received was not placed in individual polybags. Macy's will not reverse these packaging chargeback. Already discussed the issue with Daisy Zhao and Leanna they will talk to factory and Macy's in how to improve overall packaging standard to prevent recurring chargeback

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____