

Chargeback Credit Memo Request Form

Date: 6/24/2019 Chargeback Case #: CB1900028

Credit Memo Amount: \$830.60

Customer ID: MACY05 Customer Name: Macy's Military

Chargeback Ref #: 28601353 Cust. PO #: 8915208

Check #: 1735090 Invoice #: 28601353

AR Ref #: 12136804

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Packaging

Detailed Description: MDSE NOT FOLDED IN OWN POLYBAG

Investigator: Christine Sun,Jackie He

Responsible Party: China Production

Note: dispute denied - per Macy's polybag containing your merchandise was made of the incorrect material. Polybags should be a minimum of .9 mil. to 1.5 mil in thickness and be made of polyethylene. 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: _____