

Chargeback Credit Memo Request Form

Date: 6/24/2019 Chargeback Case #: CB1900072

Credit Memo Amount: \$431.60

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

Chargeback Ref #: 28840947 28841548 28825721 Cust. PO #: 1344091 3976512 6571268 7426904
28841574

Check #: 1736924 Invoice #: 28840947 28841548 28825721 28841574

AR Ref #: 12137074

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 Securely Sealed
Mdse not pkged as selling unit
Mdse not Securely Sealed
Mdse not placed in own polybag

Investigator: Daisy Zhao,Jackie Guo

Responsible Party: China Production

Note: dispute denied - 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: _____