

Chargeback Credit Memo Request Form

Date: 6/24/2019 Chargeback Case #: CB1900088

Credit Memo Amount: \$307.60

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

Chargeback Ref #: 28874385 28878771 28868880 Cust. PO #: 7426904 1344091
28878464 28878465

Check #: 1738677 Invoice #: 28874385 28878771 28868880 28878464
28878465

AR Ref #: 12137252

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

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: _____