

Chargeback Credit Memo Request Form

Date: 7/18/2019 Chargeback Case #: CB1900125

Credit Memo Amount: \$423.20

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

Chargeback Ref #: 28890869 28899428 28899741
28900070 Cust. PO #: 1344091 3277894 7426904

Check #: 1740457 Invoice #: 28890869 28899428 28899741 28900070

AR Ref #: 12137694

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: _____