

Chargeback Credit Memo Request Form

Date: 1/31/2019 Chargeback Case #: CB1900135

Credit Memo Amount: \$10,866.75

Customer ID: CASTLEGATE Customer Name: Wayfair, LLC (Castle Gate)

Chargeback Ref #: CS121802787-CS140628679 Cust. PO #: see attached

Check #: 1985403 Invoice #: _____

AR Ref #: 12137701

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

Division Code: FUR Division Name: Furniture(50)

Violation Description: Shipment Quality Issue

Detailed Description: Missing Parts

Investigator: Yinghua Gu

Responsible Party: US Production

Note: Per Ying, Helen has approved this deduction since % of chargeback vs sales is little and Roger is going to communicate with WF on how to reduce overall missing parts and mis-ship chargeback occur in future.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____