

# Chargeback Credit Memo Request Form

Date: 1/28/2019 Chargeback Case #: CB1900143

Credit Memo Amount: \$971.40

Customer ID: CSNSTORES Customer Name: CSN Stores LLC

Chargeback Ref #: CS113857275-CS139642758 Cust. PO #: \_\_\_\_\_

Check #: 1985403 Invoice #: \_\_\_\_\_

AR Ref #: 68187

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

Division Code: \_\_\_\_\_ Division Name: \_\_\_\_\_

Violation Description: Mis-shipment

Detailed Description: Mis-shipped/Mis Information

Investigator: April Huang,Sherry Curry

Responsible Party: Dot.com-Livermore

Note: Dispute denied - Wayfair claimed that customer received incorrect items and mis-ship is not covered in DA - We've attempted to re-challenge and request payback over 6 months but unsuccessful. Request credit to close

Requestor's Note: \_\_\_\_\_

Requested by: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_