

Chargeback Credit Memo Request Form

Date: 6/28/2019 Chargeback Case #: CB1900212

Credit Memo Amount: \$237.06

Customer ID: CSNSTORES Customer Name: CSN Stores LLC

Chargeback Ref #: CS139650039 Cust. PO #: CS139650039

Check #: 1991741 Invoice #: _____

AR Ref #: 68521

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

Division Code: FUR Division Name: Furniture(50)

Violation Description: Mis-shipment

Detailed Description: Mis Information

Investigator: April Huang,Sherry Curry

Responsible Party: Dot.com-Savannah

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: _____