

Chargeback Credit Memo Request Form

Date: 7/18/2019 Chargeback Case #: CB1900324

Credit Memo Amount: \$323.20

Customer ID: MACY04 Customer Name: Macy's CFC

Chargeback Ref #: 28749667 28749668 Cust. PO #: 2457522

Check #: 1745048 Invoice #: 28749667 28749668

AR Ref #: 12138485

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Packaging

Detailed Description: MDSE NOT FOLDED IN OWN POLYBAG

Investigator: Daisy Zhao,Jackie Guo

Responsible Party: China Production

Note: dispute denied - per Macy's our merchandise was not packed in individual polybag.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: _____