

Chargeback Credit Memo Request Form

Date: 7/11/2019 Chargeback Case #: CB1900330

Credit Memo Amount: \$806.80

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

Chargeback Ref #: 28951978 28949670 28950681 Cust. PO #: 3277894 5462726 3277894 2947500
28952026 28949250 5400852

Check #: 1745048 Invoice #: 28951978 28949670 28950681 28952026
28949250

AR Ref #: 12138475

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Packaging

Detailed Description: Mdse not pkged as selling unit
Mdse not placed in own polybag
Mdse not Securely Sealed
No Fabric care/country origin

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: _____