

Chargeback Credit Memo Request Form

Date: 3/15/2019 Chargeback Case #: CB1900347

Credit Memo Amount: \$2,293.17

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

Chargeback Ref #: CS145382327-CS145176580 Cust. PO #: see attached

Check #: 2018492 Invoice #: _____

AR Ref #: 12138524

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: Approve per email from Roger. Roger said this is approved by Hellen since we'd rather accept chargeback than pursue further because that may lead Wayfair to ask for more \$ in the form of a DDR %. If they ask for another .5% that would be over \$250k in DDR.
Wayfair is not giving us opportunity to provide replacement parts even though factory provided replacement parts.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____