

Chargeback Credit Memo Request Form

Date: 7/11/2019 Chargeback Case #: CB1900349

Credit Memo Amount: \$985.59

Customer ID: CSNSTORES Customer Name: CSN Stores LLC

Chargeback Ref #: CS145545375-CS144861738 Cust. PO #: see attached

Check #: 2018492 Invoice #: _____

AR Ref #: 69600

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

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: _____