

Chargeback Credit Memo Request Form

Date: 7/1/2019 Chargeback Case #: CB1900406

Credit Memo Amount: \$553.60

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

Chargeback Ref #: 28985033 28983413 28985013 Cust. PO #: 5462726 2947500 5400852

Check #: 1746670 Invoice #: 28985033 28983413 28985013

AR Ref #: 12139043

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

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: _____