

Chargeback Credit Memo Request Form

Date: 2/12/2019 Chargeback Case #: CB1900417

Credit Memo Amount: \$156.85

Customer ID: CSNSTORES Customer Name: CSN Stores LLC

Chargeback Ref #: CS145759780 Cust. PO #: CS145759780

Check #: 2028069 Invoice #: _____

AR Ref #: 70155

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

Division Code: LGT Division Name: Lighting(80)

Violation Description: Shipment Quality Issue

Detailed Description: Missing Parts

Investigator: April Huang,Sherry Curry

Responsible Party: Dot.com-Savannah

Note: VALID - The recovery will remain since the customer was able to determine the exact two parts missing. The Chandelier cannot be assembled without these two key parts: part D (long tubes) and part F (short tube). We will not be retrieving the item since Wayfair has already sent their customer a replacement, and more than likely, the customer has already discarded the item since it is past Wayfair's 14-day mark to retrieve the item. It would not make sense to pick up the item with missing parts that we cannot resale.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____