

Chargeback Credit Memo Request Form

Date: 2/12/2019 Chargeback Case #: CB1900418

Credit Memo Amount: \$132.20

Customer ID: CSNSTORES Customer Name: CSN Stores LLC

Chargeback Ref #: CS146428800 Cust. PO #: CS146428800

Check #: 2028069 Invoice #: _____

AR Ref #: 70155

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: April Huang,Sherry Curry

Responsible Party: Dot.com-Woodland

Note: valid - VALID - The recovery will remain since the customer was able to determine the exact two parts missing. The desk cannot be assembled without these two key parts: P3 (right leg) and P4 (base). 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: _____