

Chargeback Credit Memo Request Form

Date: 10/7/2019 Chargeback Case #: CB1900443

Credit Memo Amount: \$2,429.20

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

Chargeback Ref #: 29010900 29012881 29013132
29008339 29009981 Cust. PO #: 1337827 5179401 5400852 5462726
2947500

Check #: 1747990 Invoice #: 29010900 29012881 29013132 29008339
29009981

AR Ref #: 12139182

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Packaging

Detailed Description: Mdse not placed in own polybag
Mdse not placed in own polybag/Mdse not Securely Sealed
Mdse not Securely Sealed

Investigator: Daisy Zhao,Jackie Guo

Responsible Party: China Production

Note: Dispute denied – We have escalated these chargeback with Leanna and she has confirmed that Macy's will not reverse any of the past packaging chargeback. We already discussed this issue with Daisy Zhao, Leanna and Jackie, and per their last update in Sept.2019, the packaging has been changed. All the products are packed on molded foam to protect them from being broken in transit, with UPC sticker on the poly bag.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____