

Chargeback Credit Memo Request Form

Date: 9/12/2019 Chargeback Case #: CB1900462

Credit Memo Amount: \$106.00

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

Chargeback Ref #: 29013412 29013413 Cust. PO #: 2947500

Check #: 1747990 Invoice #: _____

AR Ref #: 12139182

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

Division Code: BATH Division Name: Bath Accessories(55)

Violation Description: Compliance-Packaging

Detailed Description: No Fabric care/country origin/requires bubblewrap

Investigator: Daisy Zhao,Jackie Guo

Responsible Party: US Production

Note: dispute denied, per Macy's: the merchandise received did not have a fabric care or country of origin label and they have provided photo evidence. No other evidence to re-challenge

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____