

Chargeback Credit Memo Request Form

Date: 7/18/2019 Chargeback Case #: CB1900513

Credit Memo Amount: \$331.20

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

Chargeback Ref #: 29029419 29029540 29038514 Cust. PO #: 3277894 1337827 2947500

Check #: 1749503 Invoice #: 29029419 29029540 29038514

AR Ref #: 12139797

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: _____