

# Chargeback Credit Memo Request Form

Date: 10/7/2019 Chargeback Case #: CB1900571

Credit Memo Amount: \$3,586.80

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

Chargeback Ref #: 29054879 29054913 29054879 Cust. PO #: 2947500 1337827 2947500

Check #: 1751263 Invoice #: 29054879 29054913 29054879

AR Ref #: 12139932

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

Division Code: \_\_\_\_\_ Division Name: \_\_\_\_\_

Violation Description: Compliance-Packaging

Detailed Description: No Fabric care/country origin  
Mdse not placed in own polybag  
Mdse not pkged as selling unit

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: \_\_\_\_\_