

Chargeback Credit Memo Request Form

Date: 9/12/2019 Chargeback Case #: CB1900659

Credit Memo Amount: \$350.40

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

Chargeback Ref #: 29088650 29093098 29088501 Cust. PO #: 5400852 6390656 5462726

Check #: 1752663 Invoice #: 29088650 29093098 29088501

AR Ref #: 12140453

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Packaging

Detailed Description: Mdse not Securely Sealed
Unnecessary/Excessive Pkg Mtrl
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: _____