

Chargeback Credit Memo Request Form

Date: 9/12/2019 Chargeback Case #: CB1900660

Credit Memo Amount: \$100.00

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

Chargeback Ref #: 29088649 29088501 Cust. PO #: 2947500 5462726

Check #: 1752663 Invoice #: 29088649 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 100% UPC marked

Investigator: Daisy Zhao,Jackie Guo

Responsible Party: China Production

Note: dispute denied - per Macy's, merchandise must be packaged as an advertised selling unit. Units sold as sets (ex: 2 pc ensemble) must be packed together in the same polybag. Apparently per photo evidence provided by Macy's we failed to meet this requirement.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____