

# Chargeback Credit Memo Request Form

Date: 10/7/2019 Chargeback Case #: CB1900716

Credit Memo Amount: \$5,963.60

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

Chargeback Ref #: 29126292 29126293 29126294 Cust. PO #: 2631539

Check #: 1754058 Invoice #: 29126292 29126293 29126294

AR Ref #: 12140919

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

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

Violation Description: Compliance-Packaging

Detailed Description: DM-ST-DISTRIBUTION EXPENSE OFFSET

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. This one is deducted in 3/12/19's payment. 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: \_\_\_\_\_