

Chargeback Credit Memo Request Form

Date: 10/8/2019 Chargeback Case #: CB1900834

Credit Memo Amount: \$5,304.40

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

Chargeback Ref #: 29195615 29196324 29196325 Cust. PO #: 3127068

Check #: 1758104 Invoice #: 29195615 29196324 29196325

AR Ref #: 12141653

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: We received \$300.00 back - rest of them are 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: _____