

Chargeback Credit Memo Request Form

Date: 10/8/2019 Chargeback Case #: CB1900892

Credit Memo Amount: \$1,309.60

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

Chargeback Ref #: 29239322 29223292 29223293 Cust. PO #: 3127068 6390656 6148506

Check #: 1759928 Invoice #: 29239322 29223292 29223293

AR Ref #: 12142111

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Packaging

Detailed Description: Mdse not placed in own polybag/Mdse not Securely Sealed

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: _____