

Chargeback Credit Memo Request Form

Date: 5/1/2019 Chargeback Case #: CB1900935

Credit Memo Amount: \$309.85

Customer ID: CASTLEGATE Customer Name: Wayfair, LLC (Castle Gate)

Chargeback Ref #: CA149053693/CS149197413 Cust. PO #: CA149053693/CS149197413

Check #: 2089670 Invoice #: _____

AR Ref #: 12142428

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

Division Code: FUR Division Name: Furniture(50)

Violation Description: Shipment Quality Issue

Detailed Description: Missing Parts

Investigator: Yinghua Gu

Responsible Party: US Production

Note: Wayfair does not give us chance to provide missing parts to customers. Per Roger, it is better to accept chargeback to avoid higher defective rate percentage.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____