

# Chargeback Credit Memo Request Form

Date: 5/2/2019 Chargeback Case #: CB1900956

Credit Memo Amount: \$311.80

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

Chargeback Ref #: CS152483921/CS153775755 Cust. PO #: CS152483921/CS153775755

Check #: 2105124 Invoice #: \_\_\_\_\_

AR Ref #: 12142633

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 for customers. Per Roger, we should just accept chargeback and avoid potential higher defective rate percentage.

Requestor's Note: \_\_\_\_\_

Requested by: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_