

# Chargeback Credit Memo Request Form

Date: 9/26/2019 Chargeback Case #: CB1901058

Credit Memo Amount: \$334.80

Customer ID: CSNSTORES Customer Name: CSN Stores LLC

Chargeback Ref #: CS144003420/CS144115109 Cust. PO #: CS144003420/CS144115109

Check #: 2111917 Invoice #: \_\_\_\_\_

AR Ref #: 74052

Chargeback Reason: Shipment Shortage-40070-0000

Division Code: FUR Division Name: Furniture(50)

Violation Description: Short Shipment

Detailed Description: This was marked as shipped however the carrier never took possession of the shipment. Please note tracking must show movement within 48 hours of being marked as shipped or will be considered lost

Investigator: April Huang,Sherry Curry

Responsible Party: Dot.com-Savannah

Note: Dispute denied by Wayfair, they have not identified the receipt of shortage item and we do not have other evidence to re-challenge. Request credit to close

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

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

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