

Chargeback Credit Memo Request Form

Date: 11/12/2019 Chargeback Case #: CB1901186

Credit Memo Amount: \$2,933.00

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

Chargeback Ref #: 29380233 29381130 29381131 Cust. PO #: 4529329

Check #: 1768566 Invoice #: 29380233 29381130 29381131

AR Ref #: 12143873

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Packaging

Detailed Description: No Fabric care/country origin
Mdse not pkged as selling unit
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: _____