

Chargeback Credit Memo Request Form

Date: 11/13/2019 Chargeback Case #: CB1901215

Credit Memo Amount: \$1,077.20

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

Chargeback Ref #: 29413975 29416975 29413538 Cust. PO #: 1475147

Check #: 1770493 Invoice #: 29413975 29416975 29413538

AR Ref #: 12144108

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 /Mdse not pkged as selling unit

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: _____