

Chargeback Credit Memo Request Form

Date: 6/10/2019 Chargeback Case #: CB1901479

Credit Memo Amount: \$80.00

Customer ID: HBC72143 Customer Name: The Bay (V#72143) (DS)

Chargeback Ref #: VC1048296B - VC1048299B Cust. PO #: 3971818 3973453 3976076 3980578

Check #: 29080 Invoice #: _____

AR Ref #: 13923

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

Division Code: ADUL Division Name: Adult/Fashion Bedding(10)

Violation Description: Compliance-Early/Late Delivering

Detailed Description: Drop Ship: Past Shipment Lead Time

Investigator: Peter Lobo

Responsible Party: Canada Office

Note: valid per Peter:

This Charge Back is Valid...

The reason being that we had a power outage at our building due to a burnt out transformer. By the time this issue was resolved and the power was restored, we had already passed the 48 shipping window.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____