

Chargeback Credit Memo Request Form

Date: 6/17/2019 Chargeback Case #: CB1901587

Credit Memo Amount: \$2,091.74

Customer ID: OVERSTOCK01 Customer Name: Overstock.com (Drop Ship)

Chargeback Ref #: 16403427-1 - 17771222-1 Cust. PO #: _____

Check #: _____ Invoice #: _____

AR Ref #: _____

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Misc

Detailed Description: _____

Investigator: _____

Responsible Party: E-COM

Note: We have tried to dispute these with Overstock a couple times and even tried to get Sherry to involve but Overstock did not reverse these back and claims that they were cancel order - since we cannot provide shipment details (too old to retrieve data from UPS), and they are all 2018 orders we have exhausted all possible options to recover the \$\$\$. Since this is from 2018 and we have to close it for

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____