

Chargeback Credit Memo Request Form

Date: 2/4/2020 Chargeback Case #: CB1901592

Credit Memo Amount: \$2,231.80

Customer ID: BBB69089 Customer Name: Bed Bath and Beyond 69089

Chargeback Ref #: ALL392404 ALL392420 Cust. PO #: EA7W9XK EA7X2CG EA7X8NF EA7Y5DW
EA7Y6UF EA7Y6XB EA

Check #: 202928 Invoice #: _____

AR Ref #: 12146047

Chargeback Reason: Billing Mistake /Pricing Error/ No. Slip-40000-0000

Division Code: BATH Division Name: Bath Accessories(55)

Violation Description: Not a Compliance Issue

Detailed Description: INCORRECT PRICING

Investigator: Daisy Zhao,Jackie Guo,Luna Dai

Responsible Party: US Production

Note: claim has been denied by buying office and according to Danielle O'Connell,
Hi Jackie,
I believe their explanation means that the orders came thru with the loaded costs on them (higher cost) and should have been received at the lower cost.
Since the orders came in with the higher cost, BBB is owed the allowance, as based off the MD item agreements, we overcharge them per unit and the dollar is given back to the buyer.
So the ALL CB's are the overcharge amount.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____