

Chargeback Credit Memo Request Form

Date: 2/4/2020 Chargeback Case #: CB1901720

Credit Memo Amount: \$33,216.19

Customer ID: BBB48769 Customer Name: Bed Bath and Beyond(48769)

Chargeback Ref #: ALL392240 Cust. PO #: DZ5C3NK DZ5X8DV DZ5X8JV DZ6G9LX
DZ6G9KP DZ6G9LE DZ

Check #: 628666 Invoice #: _____

AR Ref #: 12146921

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

Division Code: WIN Division Name: Window(60)

Violation Description: Not a Compliance Issue

Detailed Description: INCORRECT PRICING. CHANGE NOT
CAPTURED AFTER 2/10/19

Investigator: Daisy Zhao,Jackie Guo,Luna Dai

Responsible Party: US Production

Note: claim has been denied by buying office & according to Danielle O'Connell,
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: _____