

Chargeback Credit Memo Request Form

Date: 11/5/2019 Chargeback Case #: CB1901754

Credit Memo Amount: \$2,685.00

Customer ID: KOHL Customer Name: Kohl's

Chargeback Ref #: IA2018-46815/IA2018-46816/IA2018-46817 Cust. PO #: 11462913/11462560/11462556

Check #: 216858 Invoice #: _____

AR Ref #: 12147745

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: POST AUDIT - LATE SHIPMENT

Investigator: Gary Tam

Responsible Party: Warehouse-LVM

Note: disputed twice, both came back denied as per Kohls - we did shipped late and they found no record on their end that PO extension was approved. Per Kohl's: Extension of a cancel date does not confer exemption from late shipping or other compliance fees. Due to the age of these shipment and LVM already provided all the information to dispute, we have no other way to re-challenge this. We will have to close it since it is chargeback from 7/2/2019.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____