

# Chargeback Credit Memo Request Form

Date: 9/4/2019 Chargeback Case #: CB1901874

Credit Memo Amount: \$1,888.80

Customer ID: COSTCO Customer Name: Costco Wholesale

Chargeback Ref #: F005840405501 Cust. PO #: 005840405501

Check #: 001 00059632692019 Invoice #: \_\_\_\_\_

AR Ref #: 12148735

Chargeback Reason: Compliance Violation-Factory-40080-0000

Division Code: PET Division Name: Pet(40)

Violation Description: Freight

Detailed Description: freight charges

Investigator: KC Jang

Responsible Party: China Production

Note: Valid per KC/Christine, this is return freight charge to WOD after SLC depot rejected shipment due to gaylord expansion. Per KC, WOD didn't have suitable compression machines, we got several refused shipments from Costco because of the expansion issue. Now that WOD has had 2 sets of qualified compression machines, most of our current shipments to Costco were delivered in good shape so we should not be seeing any recurring chargeback.

Requestor's Note: \_\_\_\_\_

Requested by: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_