

# Chargeback Credit Memo Request Form

Date: 11/13/2019 Chargeback Case #: CB1901933

Credit Memo Amount: \$734.00

Customer ID: MACY02 Customer Name: Macy's.com

Chargeback Ref #: 29755558 29756710 29754266 Cust. PO #: 2455154  
29754267

Check #: 1793537 Invoice #: 29755558 29756710 29754266 2975426

AR Ref #: 12149005

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

Division Code: \_\_\_\_\_ Division Name: \_\_\_\_\_

Violation Description: Compliance-Packaging

Detailed Description: Mdse not placed in own polybag  
Mdse not Securely Sealed  
Mdse not Securely Sealed/ Mdse not pkged as selling unit

Investigator: Daisy Zhao,Jackie Guo,Luna Dai

Responsible Party: US Production

Note: Dispute denied – We have escalated these chargeback with Leanna and she has confirmed that Macy's will not reverse any of the past packaging chargeback. We already discussed this issue with Daisy Zhao, Leanna and Jackie, and per their last update in Sept.2019, the packaging has been changed. All the products are packed on molded foam to protect them from being broken in transit, with UPC sticker on the poly bag.

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

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

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