

# Chargeback Credit Memo Request Form

Date: 2/21/2020 Chargeback Case #: CB1901980

Credit Memo Amount: \$60.00

Customer ID: MACY01 Customer Name: Macy's Home Store

Chargeback Ref #: 29740553 29742437 Cust. PO #: \_\_\_\_\_

Check #: 1793537 Invoice #: \_\_\_\_\_

AR Ref #: 12148995

Chargeback Reason: Damaged merchandise

Division Code: FUR Division Name: Furniture(50)

Violation Description: Shipment Quality Issue

Detailed Description: DM-CHARGE WORKROOM OFFSETS

Investigator: Helen Chen

Responsible Party: US Production

Note: Per Helen, she is unable to get reversal from Macy's buyer so we will validate these defected charges

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

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

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