

Chargeback Credit Memo Request Form

Date: 2/21/2020 Chargeback Case #: CB1901981

Credit Memo Amount: \$45.00

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

Chargeback Ref #: 29767791 29776025 29776039 Cust. PO #: _____

Check #: 1796131 Invoice #: _____

AR Ref #: 12149038

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: _____