

Chargeback Credit Memo Request Form

Date: 4/18/2020 Chargeback Case #: CB1902017

Credit Memo Amount: \$500.00

Customer ID: JCPRETFOB Customer Name: JC Penney Retail (DI)

Chargeback Ref #: QS19169000 Cust. PO #: 1814039

Check #: 966190 Invoice #: _____

AR Ref #: 12149337

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

Division Code: ADUL Division Name: Adult/Fashion Bedding(10)

Violation Description: Freight

Detailed Description: incorrect docs for customs clearance

Investigator: Jeanne Zeng,Yao Jichun,Ying Yaping

Responsible Party: China Production

Note: VALID PER Jeanne's investigation, PM provided the wrong price breakdown for the set products, so we got chargeback for wrong docs. The chargeback is valid and it was deducted in invoice FOB19060974

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____