

# Chargeback Credit Memo Request Form

Date: 2/21/2020 Chargeback Case #: CB1902064

Credit Memo Amount: \$1,085.60

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

Chargeback Ref #: 29800502 29798996 29800793 Cust. PO #: 29800793 2455154

Check #: 1798034 Invoice #: 29800502 29798996 29800793

AR Ref #: 12149641

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 pkged as selling unit  
Mdse not Securely Sealed

Investigator: Daisy Zhao,Jackie Guo,Luna Dai

Responsible Party: China 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: \_\_\_\_\_