

Chargeback Credit Memo Request Form

Date: 8/12/2019 Chargeback Case #: CB1902068

Credit Memo Amount: \$18.52

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

Chargeback Ref #: 326796812 Cust. PO #: 3267968

Check #: 1798034 Invoice #: 28945822

AR Ref #: 80362

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

Division Code: SHET Division Name: Sheets(18)

Violation Description: Shipment Quality Issue

Detailed Description: DM-RETURN TO VENDOR-DROPSHIP

Investigator: Dung (David) Pham,Ping Gao,Sherry Curry

Responsible Party: Dot.com-Woodland

Note: Valid- most likely customer return to their store and to Macy's facility, based on the return agreement with Macy's , we need to validate it

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____