

Chargeback Credit Memo Request Form

Date: 1/28/2020 Chargeback Case #: CB1902152

Credit Memo Amount: \$844.80

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

Chargeback Ref #: 29848881 29848883 29848365 Cust. PO #: 3196158 3431734
29848366

Check #: 1801608 Invoice #: 29848881 29848883 29848365 29848366

AR Ref #: 12150156

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Packaging

Detailed Description: Mdse not pkged as selling unit
Mdse not placed in own polybag
Mdse not placed in own polybag/ Mdse not pkged as selling unit
Mdse not Securely Sealed

Investigator: Daisy Zhao,Jackie Guo

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: _____