

Chargeback Credit Memo Request Form

Date: 3/3/2020 Chargeback Case #: CB1902343

Credit Memo Amount: \$1,016.80

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

Chargeback Ref #: 29911198 29911390 Cust. PO #: 3672942

Check #: 1805734 Invoice #: 29911198 29911390

AR Ref #: 12151517

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Packaging

Detailed Description: DM-ST-DISTRIBUTION EXPENSE OFFSET

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: _____