

# Chargeback Credit Memo Request Form

Date: 2/5/2020 Chargeback Case #: CB1902349

Credit Memo Amount: \$100.00

Customer ID: DLS Customer Name: Dillard's Inc.

Chargeback Ref #: 1190808584 Cust. PO #: 0046725304

Check #: 548004 Invoice #: \_\_\_\_\_

AR Ref #: 12150922

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

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

Violation Description: Mis-shipment

Detailed Description: ASN/CARTON DISCREPANCIES

Investigator: Mike Wilson,Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: Charge Back validated in good faith towards customer honesty. Claim is that ASN does not match carton contents. Warehouse has no control over proper packing of carton contents.

Requestor's Note: \_\_\_\_\_

Requested by: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_