

Chargeback Credit Memo Request Form

Date: 3/17/2020 Chargeback Case #: CB1902362

Credit Memo Amount: \$948.00

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

Chargeback Ref #: 29943869 29943870 29943871 Cust. PO #: 4144149

Check #: 1807589 Invoice #: 29943869 29943870 29943871

AR Ref #: 12151540

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 o

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____