

# Chargeback Credit Memo Request Form

Date: 11/4/2019 Chargeback Case #: CB1902975

Credit Memo Amount: \$697.00

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

Chargeback Ref #: 30192106 30192107 30192108  
30192109 30192243 Cust. PO #: 5397048

Check #: 1824904 Invoice #: 30192106 30192107 30192108 30192109  
30192243

AR Ref #: 12154490

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

Division Code: BATH Division Name: Bath Accessories(55)

Violation Description: Compliance-Packaging

Detailed Description: Mdse not placed in own polybag

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: \_\_\_\_\_