

Chargeback Credit Memo Request Form

Date: 11/22/2019 Chargeback Case #: CB1903042

Credit Memo Amount: \$300.00

Customer ID: OVERSTOCK01 Customer Name: Overstock.com (Drop Ship)

Chargeback Ref #: 262972421 262984067 263152872 Cust. PO #: _____
263200240 263326851

Check #: 87171 87339 Invoice #: _____

AR Ref #: 84543 85024

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Misc

Detailed Description: CANCELLED

Investigator: April Huang,Laura Yee,Sherry Curry

Responsible Party: Dot.com-Savannah

Note: Valid. Cancelled due to Savannah exceeded standard FTC ship window for ECom orders. Orders still not shipped 3 weeks after JLA received the orders. Savannah warehouse behind in shipments end of August. These further delayed/late as a result of mandatory closure for Hurricane Dorian. Potential waiver for Hurricane was 1 week; these were 3 weeks or longer.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____