

Chargeback Credit Memo Request Form

Date: 11/13/2019 Chargeback Case #: CB1903073

Credit Memo Amount: \$182.00

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

Chargeback Ref #: 30228344 Cust. PO #: 5397048

Check #: 1827243 Invoice #: 30228344

AR Ref #: 12154863

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

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

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

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____