

Chargeback Credit Memo Request Form

Date: 12/11/2019 Chargeback Case #: CB1903136

Credit Memo Amount: \$125.20

Customer ID: MACY04 Customer Name: Macy's CFC

Chargeback Ref #: 30034848 30034849 Cust. PO #: 9411068

Check #: 1829521 Invoice #: 30034848 30034849

AR Ref #: 12155310

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Packaging

Detailed Description: MERCHANDISE NOT FOLDED 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: _____