

# Chargeback Credit Memo Request Form

Date: 3/3/2020 Chargeback Case #: CB1903154

Credit Memo Amount: \$564.63

Customer ID: AMAZON Customer Name: Amazon Fulfillment Services

Chargeback Ref #: 1084231522VCBSINV  
1084232483VCBSINV 1084231625VCBS Cust. PO #: \_\_\_\_\_

Check #: 111057726 Invoice #: \_\_\_\_\_

AR Ref #: 85633

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

Division Code: \_\_\_\_\_ Division Name: \_\_\_\_\_

Violation Description: Compliance-Packaging

Detailed Description: Oversized Carton, POs: 1, Issues total: 1  
Prep - Suffocation Warning, POs: 1, Issues total: 1  
Ship In Own Container, POs: 36, Issues total: 95

Investigator: Linda Qian,Snowy (Jie) Chen

Responsible Party: US Production

Note: Per Snowy/Linda, we started shipping to Amazon in our own cartons but each category of our cartons has to be certified by Amazon. Not all of our cartons are certified so we will get some of this packaging violation when our cartons does not meet Amazon's requirement.  
Last update from 2/26/20, Snowy will work on the list and see if any items can be removed from the site to avoid recurring chargeback.

Requestor's Note: \_\_\_\_\_

Requested by: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_