

# Chargeback Credit Memo Request Form

Date: 11/20/2019 Chargeback Case #: CB1901724

Credit Memo Amount: \$190.98

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

Chargeback Ref #: 28948177 - 29388073 Cust. PO #: See Attachment

Check #: \_\_\_\_\_ Invoice #: 28948177 - 29388073

AR Ref #: 28948177 - 29388073

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

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

Violation Description: Compliance-Early/Late Delivering

Detailed Description: Overstock refused to pay since FTC canceled due to delayed shipments

Investigator: Sherry Curry

Responsible Party: Warehouse-LVM

Note: customer won't pay because of FTC regulations

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

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

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