

Chargeback Credit Memo Request Form

Date: 6/22/2020 Chargeback Case #: CB1903203

Credit Memo Amount: \$12,325.00

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

Chargeback Ref #: 262239747-262239747 Cust. PO #: see attached

Check #: 89963 89795 Invoice #: _____

AR Ref #: 85347 85815

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Early/Late Delivering

Detailed Description: LATE SHIP

Investigator: Laura Yee, Sherry Curry

Responsible Party: Dot.com-Savannah

Note: Valid \$12325.00 for late shipments from SD2 June, July 2019. SD2 was not yet fully ready for increased Drop Ship volume. Staffing, Training, Equipment, Inventory & Replenishment still in start up transition status.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____