

Chargeback Credit Memo Request Form

Date: 5/26/2020 Chargeback Case #: CB1903204

Credit Memo Amount: \$5,995.00

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

Chargeback Ref #: 261756365-261231130 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: OSTK- denied dispute- After reviewing your request of the \$2,810 and \$5995 we will not be remitting you either dollar amount. We understand you had a mandated closure to which we advise you to zero out inventory and extend lead times. Please see the attached commination sent to the team. Unfortunately inventory was loaded and continue to take orders during this time frame.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____