

Chargeback Credit Memo Request Form

Date: 12/19/2019 Chargeback Case #: CB1903587

Credit Memo Amount: \$67.09

Customer ID: MACY02 Customer Name: Macy's.com

Chargeback Ref #: 2351699815 2351699816 5288241112 Cust. PO #: 23516998 23516998 52882411

Check #: 1843015 Invoice #: 29958002 29958002 30594183

AR Ref #: 87530

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

Division Code: _____ Division Name: _____

Violation Description: Customer Return

Detailed Description: RTV

Investigator: Dung (David) Pham,Laura Yee,Ping Gao

Responsible Party: E-COM

Note: Valid- most likely customer return to their store and to Macy's facility, based on the return agreement with Macy's , we need to validate it

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____