

# Chargeback Credit Memo Request Form

Date: 4/16/2020 Chargeback Case #: CB1903615

Credit Memo Amount: \$1,363.92

Customer ID: AMAZON Customer Name: Amazon Fulfillment Services

Chargeback Ref #: 1084359366VCBSINV  
1084359868VCBSINV 1084359798VCBS Cust. PO #: \_\_\_\_\_

Check #: 114237079 Invoice #: \_\_\_\_\_

AR Ref #: 87693

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

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

Violation Description: Compliance-Packaging

Detailed Description: Ship In Own Container, POs: 45, Issues total: 204  
Prep - Suffocation Warning, POs: 4, Issues total: 4  
Oversized Carton, POs: 2, Issues total: 2  
Prep - Bagging, POs: 1, Issues total: 1

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.

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

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

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