

# Chargeback Credit Memo Request Form

Date: 4/23/2020 Chargeback Case #: CB1903705

Credit Memo Amount: \$1,699.24

Customer ID: AMAZON Customer Name: Amazon Fulfillment Services

Chargeback Ref #: 1084385789VCBSINV Cust. PO #: \_\_\_\_\_  
1084385864VCBSINV 1084386401VCBS

Check #: 114687208 Invoice #: \_\_\_\_\_

AR Ref #: 87862

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

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

Violation Description: Compliance-Packaging

Detailed Description: Prep - Bagging, POs: 1, Issues total: 1  
Oversized Carton, POs: 2, Issues total: 10  
Ship In Own Container, POs: 60, Issues total: 253

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. As of last update with Snowy and Linda in 4/13, they are still working on getting most of the items certified and in progress

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

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

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