

Chargeback Credit Memo Request Form

Date: 1/13/2020 Chargeback Case #: CB2000051

Credit Memo Amount: \$580.00

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

Chargeback Ref #: 264571079 266242159 264280189 Cust. PO #: 41082711-1 41640046-1 40991778-1
264489635 264521241 41070262-1 410668

Check #: 97667 Invoice #: _____

AR Ref #: 87726

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Early/Late Delivering

Detailed Description: LATE SHIP

Investigator: April Huang,Laura Yee,Sherry Curry

Responsible Party: Reclaim to Customer

Note: OSTK denied dispute- An order is considered late unless it is ship confirmed and scanned into the possession of the carrier. For example order 264571079 (the first on the list) was ordered on 9/29 at a 1-5 day fulfillment time frame it should have shipped on 10/4 to be considered as on time. This was confirmed on 10/5 so it was considered late, the carrier did not scan the item until 10/11 resulti

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____