

# Chargeback Credit Memo Request Form

Date: 5/27/2020 Chargeback Case #: CB2000070

Credit Memo Amount: \$930.00

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

Chargeback Ref #: 41561147-1 Cust. PO #: 41561147-1

Check #: 98052 Invoice #: \_\_\_\_\_

AR Ref #: 88322

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

Division Code: ADUL Division Name: Adult/Fashion Bedding(10)

Violation Description: Freight

Detailed Description: Shipping Charge Correction Over Max Fee - Invoice - 266009306 - Tracking - 1Z1X780R0391586648

Investigator: April Huang,Laura Yee,Sherry Curry

Responsible Party: Reclaim to Customer

Note: DISPUTE DENIED- Upon further research, I was able to determine that the package was audited during transit and it was determined that the original size is different from the actual one, the dimensions are below:  
audited: 58 X 30 X 30 in  
customer: 24 X 22 X 22 in

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

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

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