

Chargeback Credit Memo Request Form

Date: 3/23/2020 Chargeback Case #: CB2000184

Credit Memo Amount: \$488.92

Customer ID: AMAZON Customer Name: Amazon Fulfillment Services

Chargeback Ref #: 1084436542VCBSINV Cust. PO #: _____
1084436071VCBSINV

Check #: 116223906 Invoice #: _____

AR Ref #: 88739

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Packaging

Detailed Description: Oversized Carton, POs: 3, Issues total: 3
Ship In Own Container, POs: 32, Issues total: 94

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: _____