

Chargeback Credit Memo Request Form

Date: 5/28/2020 Chargeback Case #: CB2000190

Credit Memo Amount: \$443.40

Customer ID: MACY03 Customer Name: Macy's Home MMG

Chargeback Ref #: 30357577 30406396 30406397 Cust. PO #: 9680091 9627321 9627321

Check #: 1854488 Invoice #: 30357577 30406396 30406397

AR Ref #: 12158969

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Packaging

Detailed Description: MERCHANDISE NOT FOLDED IN OWN POLYBAG

Investigator: Daisy Zhao,Jackie Guo

Responsible Party: China Production

Note: Dispute denied – We have escalated these chargeback with Leanna and she has confirmed that Macy's will not reverse any of the past packaging chargeback. We already discussed this issue with Daisy Zhao, Leanna and Jackie, and per their last update in Sept.2019, the packaging has been changed. All the products are packed on molded foam to protect them from being broken in transit, with UPC sticker o

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____