

Chargeback Credit Memo Request Form

Date: 2/12/2020 Chargeback Case #: CB2000313

Credit Memo Amount: \$1,270.00

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

Chargeback Ref #: 266147178 266298388 266368531 Cust. PO #: see attached
266368531 266392160

Check #: 100713 Invoice #: _____

AR Ref #: 89196

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: Valid-\$865 Late ship
Denied- \$405; dispute denied by OSTK.
An order is considered late until it has bene ship confirmed in Supplier Oasis and Scanned by the carrier.
Please compare this list to your Closed Order reporting in Supplier Oasis. I have included some examples
below as to why these are valid fees.
On order 266930672 your notes indicate this was shipped on 11/1. It was not shipped in Su

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____