

Chargeback Credit Memo Request Form

Date: 3/25/2020 Chargeback Case #: CB2000525

Credit Memo Amount: \$411.45

Customer ID: CSNSTORES Customer Name: CSN Stores LLC

Chargeback Ref #: CS206834161/CS207391023 Cust. PO #: CS206834161/CS207391023

Check #: 2525073 Invoice #: _____

AR Ref #: 90874

Chargeback Reason: Shipment Shortage-40070-0000

Division Code: FUR Division Name: Furniture(50)

Violation Description: Short Shipment

Detailed Description: Incomplete Shipment

Investigator: Dung (David) Pham,Laura Yee,Ping Gao

Responsible Party: 3rd-FEDEX

Note: valid, package loaded onto FedEx trailer #903537 and physically left our warehouse on 1/13/2020. But we cannot tell why FedEx did not scan and deliver the package. There is no POD available to prove that package has been delivered. We have no way to go back to Wayfair.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____