

# Chargeback Credit Memo Request Form

Date: 2/19/2020 Chargeback Case #: CB2000563

Credit Memo Amount: \$216.94

Customer ID: DLS Customer Name: Dillard's Inc.

Chargeback Ref #: 1200140160 Cust. PO #: 0064904901

Check #: 564995 Invoice #: \_\_\_\_\_

AR Ref #: 12160650

Chargeback Reason: Returns to E&E Warehouse-40100-0000

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

Violation Description: Customer Return

Detailed Description: REFUSED - NOT ORDERED PCS. OVER QTY. ORDERED, DEFECTIVE, OR NOT ORDERED  
EMAIL 1/15/20 .. STYLE NOT ON ORDER 1/23/20 .. RTV, 5 DAYS FEDX

Investigator: \_\_\_\_\_

Responsible Party: Warehouse-WOD

Note: CUSTOMER REFUSED AND RETURNED ITEM ON 01/30/20

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

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

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