

Chargeback Credit Memo Request Form

Date: 5/11/2020 Chargeback Case #: CB2000918

Credit Memo Amount: \$1,277.62

Customer ID: CSNSTORES Customer Name: CSN Stores LLC

Chargeback Ref #: CS211264810-CS214912173 Cust. PO #: see attached

Check #: 2614138 Invoice #: _____

AR Ref #: 93775

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

Division Code: _____ Division Name: _____

Violation Description: Shipment Quality Issue

Detailed Description: missing parts

Investigator: April Huang,Laura Yee,Ping Gao

Responsible Party: E-COM

Note: VALID - Since we do not send missing parts such as: Shams, Bed Skirts, Sheets, Pillow Cases, Legs, Hardware, or any other Spare Parts, we have no choice but to approve the credit. Item will not be recovered since we are no longer recovering any hard goods at this time per Hellen Xu.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____