

Chargeback Credit Memo Request Form

Date: 6/18/2020 Chargeback Case #: CB2000973

Credit Memo Amount: \$359.01

Customer ID: CSNSTORES Customer Name: CSN Stores LLC

Chargeback Ref #: CS220496968 Cust. PO #: CS220496968

Check #: 2650231 Invoice #: _____

AR Ref #: 94613

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

Division Code: FUR Division Name: Furniture(50)

Violation Description: Mis-shipment

Detailed Description: Mis-shipped

Investigator: April Huang,Karla Roque,Laura Yee,Ping Gao

Responsible Party: Dot.com-Woodland

Note: Dispute denied - Wayfair claimed that customer received incorrect items and mis-ship is not covered in DA - We've attempted to re-challenge and request payback over 6 months but unsuccessful. Request credit to close

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____