

Chargeback Credit Memo Request Form

Date: 5/22/2020 Chargeback Case #: CB2001037

Credit Memo Amount: \$129.62

Customer ID: WAYFAIRCA Customer Name: WAYFAIR LLC

Chargeback Ref #: 77341 77359 77445 Cust. PO #: CA217776599 CA217632728
CA217267813

Check #: _____ Invoice #: 77341 77359 77445

AR Ref #: 77341 77359 77445

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Early/Late Delivering

Detailed Description: Per Wayfair policy, If the supplier sends us a backorder date for an item that is more than 72 hours, the customer has the option to cancel the order. If they do so, the item is auto-confirmed cancelled and the supplier is notified. Since the item was backordered, it should not have already been sent out.

Investigator: _____

Responsible Party: Canada Office

Note: Per Wayfair policy, If the supplier sends us a backorder date for an item that is more than 72 hours, the customer has the option to cancel the order. If they do so, the item is auto-confirmed cancelled and the supplier is notified. Since the item was backordered, it should not have already been sent out.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____