

# Chargeback Credit Memo Request Form

Date: 6/11/2020 Chargeback Case #: CB2001049

Credit Memo Amount: \$348.10

Customer ID: CSNSTORES Customer Name: CSN Stores LLC

Chargeback Ref #: CS220388620-CS230614496 Cust. PO #: see attached

Check #: 2702310 Invoice #: \_\_\_\_\_

AR Ref #: 96104

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

Division Code: \_\_\_\_\_ Division Name: \_\_\_\_\_

Violation Description: Mis-shipment

Detailed Description: Mis Information  
Mis-shipped

Investigator: April Huang,Karla Roque,Laura Yee

Responsible Party: Dot.com-Savannah

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: \_\_\_\_\_