

# Chargeback Credit Memo Request Form

Date: 6/15/2020 Chargeback Case #: CB2001122

Credit Memo Amount: \$188.26

Customer ID: CSNSTORES Customer Name: CSN Stores LLC

Chargeback Ref #: CS229742351 Cust. PO #: CS229742351

Check #: 2726589 Invoice #: \_\_\_\_\_

AR Ref #: 96885

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

Division Code: FUR Division Name: Furniture(50)

Violation Description: Mis-shipment

Detailed Description: Mis Information

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: \_\_\_\_\_