

# Chargeback Credit Memo Request Form

Date: 8/10/2020 Chargeback Case #: CB2001362

Credit Memo Amount: \$288.27

Customer ID: CSNSTORES Customer Name: CSN Stores LLC

Chargeback Ref #: CB2001361/CS248967566 Cust. PO #: CB2001361/CS248967566

Check #: 2904428 Invoice #: \_\_\_\_\_

AR Ref #: 99791

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

Division Code: FUR Division Name: Furniture(50)

Violation Description: Shipment Quality Issue

Detailed Description: missing parts

Investigator: April Huang,Karla Roque,Laura Yee

Responsible Party: E-COM

Note: VALID - Per Hellen Xu we are not recovering hardgoods at this time. 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.

Requestor's Note: \_\_\_\_\_

Requested by: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_