

Chargeback Credit Memo Request Form

Date: 11/24/2020 Chargeback Case #: CB2001370

Credit Memo Amount: \$222.16

Customer ID: JCPENNEY01 Customer Name: JCPenney.com

Chargeback Ref #: 2302279-RTVMWD 2302418-RTVMWD
2301937-RTVMWD 23012 Cust. PO #: _____

Check #: 2202628 2202628 2202614 2202594 Invoice #: _____

AR Ref #: 98444 99204 99764

Chargeback Reason: Damaged merchandise

Division Code: _____ Division Name: _____

Violation Description: Shipment Quality Issue

Detailed Description: F1 / Defective

Investigator: April Huang,Karla Roque,Laura Yee

Responsible Party: E-COM

Note: disputed twice, JCP never responded or pay us back, it has been open for 4 months old, request credit to close.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____