ECOMM-20221104-136.R1

TO: ACCOUNTING, AFTERSALES, SDM & WAREHOUSE TEAM

FROM: ECOMM DEPARTMENT

RE: LAZ - DW RETURNED ORDER DUE TO COMPATIBILITY ISSUES

DATE: NOVEMBER 04, 2022 **MEMO TYPE:** INTERNAL PROCESS

OVERVIEW:

Please be advised that the order listed has concern by the customer that the item received (80021797 - Arctic Freezer 50 Multi Compatible Dual Tower CPU Cooler with A-RGB) upon testing is not compatible with the customer's CPU unit/device. Which is not indicated in the product details. However, Lazada will not consider valid reason of return. E-comm considered this as a special arrangement because the customer wants to get a refund for the incompatible order that was received. Accounting will refund the amount paid and the shipping fee to the customer.

PROCESS:

- 1. Aftersales Team to arrange pick-up via 3PL of the wrong item received by the customer via JRS.
- 2. Accounting to refund the amount paid and shipping fee for (80021797 Arctic Freezer 50 Multi Compatible Dual Tower CPU Cooler with A-RGB) total amount of Php 3,625.00.
- 3. Aftersales Team once the return item received to double check the package and condition of item. Once checked and in good condition aftersales to turn-over the stock to warehouse.
- 4. E-Comm to request via email to SDM cancellation of order (SOR) and coordinate with retail where specific store can allocate the item (allocation to follow).
- 5. Warehouse to pick & pack on specific retail store based on Retail allocation.

PURCHASE INFORMATION:

ORDER DATE	ORDER NUMBER	CUSTOMER NAME	SHIPPING ADDRESS	CONTACT #
10/20/2022	556202127164384	JJ O. Salcedo	2GO Travel Infront of Imperial Near Old Sara Bus Terminal, Iloilo, Sara, Poblacion Ilawod, Philippines	09307957458

ACTION PLAN:

Digits will process the refund to the customer's payment for the returned order.

- 1. Inform the customer of the refund timeline depends on the mode of refund:
- 2. Provide the customer's mode of refund and amount to refund details to the E-comm accounting department.

ACCOUNT NAME	ACCOUNT NUMBER	MODE OF REFUND
Valerie Joy Penuela	09459781750	GCASH

Prepared by:

Remirose Bautista EComm Sales Associate Reviewed by:

Jenny Lyn Gatlabayan EComm Sales & Operation Sr. Supervisor

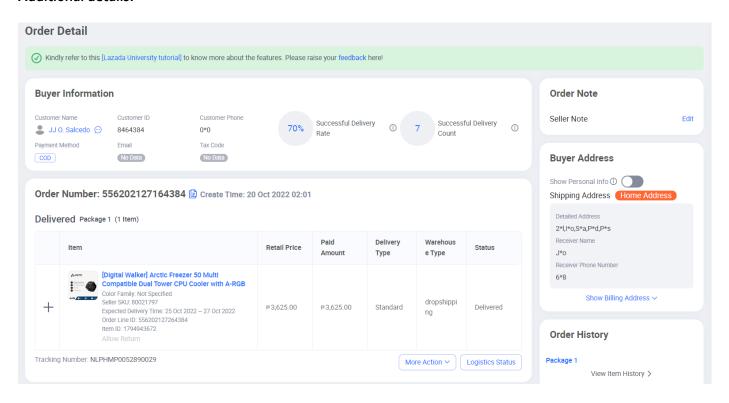
Approved by:

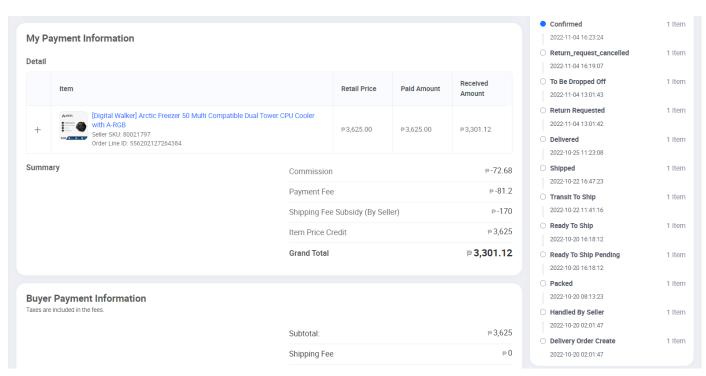
Eunece Pineda
Accounting Manager

Approved via WhatsApp Reycel Castro SDM/WSDM Sr. Supervisor Approved via WhatsApp Renier Ribas Warehouse Manager

Ana Lacorte
Division Manager

Additional details:





Buyer Payment Information Taxes are included in the fees. Subtotal: Shipping Fee Shipping Fee Original: Shipping Fee Discount: P-170 Lazada Discount Total: P-0 Seller Discount Total: P-0 Adjust amount P 3,625 Fold Fold