

Merchant Number: 12345600
Case Number: 255443311
Date: xx/xx/xxxx

From: Acme Beauty Products

To: Chargeback Processing Department

Acme Beauty Products specializes in selling beauty products. All our products are sold online using our secure website. On xx/xx/xxxx, we received a chargeback under RC 4837 in the amount of \$90.00 for Acme Skin Cream through Acme Beauty Products. By filing this chargeback, the cardholder has now received our product for free and using the dispute process to steal from our company.

Attachment 5 & 6: Delivery Confirmation of previous undisputed order shipment and disputed order shipment matches the billing address which confirms that the transaction is not fraudulent.

1. Previous Undisputed Order: ARN: xxxxxxxxxxxx, Transaction Amount: \$90.00, Tracking Number – xxxxx, Product Delivered Date – xx/xx/xxxx, Shipped to: xxxxxxxxxxxxxxxxxxxx, Billed to: xxxxxx
2. Disputed Order: ARN: xxxxxxxxxxxx, Transaction Amount: \$90.00, Tracking Number – xxxxx, Product Delivered Date – xx/xx/xxxx, Shipped to: xxxxxxxxxxxxxxxxxxxx, Billed to: xxxxxxxx

The customer is claiming fraud and they did not authorize, however below information shows this is a valid transaction and the cardholder was aware of the product purchased, auto-shipment program and terms of engagement:

1. Credit Card Last 4 Digits: xxxx, Transaction ID: xxxxx, ARN: xxxxxxxxxxxxxxxx, Transaction Amount: \$90.00 and Transaction Date: xx/xx/xxxx
2. AVS code of (x) – xxxxxxxxxxxxxxxx and Authorization code: xxxxx
3. This is for a recurring transaction therefore, CVV code not required
4. Attached Transunion profile search proof connects this customer to the following data which is saved in our CRM, provided by the customer at the time of placing the initial order
 1. Address
 2. Phone Number
 3. Email Address
 4. Social Media Records
5. Accurate credit card, email address: xx@gmail.com and valid billing information was provided at the time of the purchase, all of which proves the customer willingly engaged in the terms and conditions of the online contract with Acme Beauty Products for the transaction being disputed

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6. GEO IP location was collected at the time of the transaction and was correlated with the cardholder address – xx.xx.xx.xxx, xxxx, xxxx (see attached GEO IP Location Confirmation)
7. Product shipped and delivered to the customer's billing address on xx\xx\xxxx via USPS\FedEx\DHL – xxxxxxxxxxxxxxxx (see attached Delivery Confirmation)
8. The customer has agreed at the time of purchase to all the refund and cancellation policies clearly outlined on the checkout page and in the terms and conditions for recurring payments

The above evidence supports that the customer engaged in the transaction with Acme Beauty Products, therefore we are asking for your consideration to reverse this chargeback in our favor. If the chargeback is not reversed then the customer is getting our product for free, which is essentially a theft.

Please feel free to contact me if you have any questions or need any additional information.

Kind Regards,

Customer Service Manager
Acme Beauty Products

Attachments:

1. Transaction Copy
2. Transunion - Customer Profile Proof
3. Recurring Order Confirmation
4. GEO IP Location Confirmation
5. Delivery Confirmation - Previous Undisputed Order
6. Delivery Confirmation - Disputed Order
7. Website Home Page
8. Checkout Page
9. Customer Agreed to T&C
10. Terms and Conditions