

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. According to our records, the customer had received a full refund for this transaction in the amount of \$90.00 on xx/xx/xxxx that being the case we are requesting the chargeback to be reversed immediately and no further action be taken.

Below you will find the detailed transaction and refund information to resolve this chargeback:

Sale Transaction:

1. Credit Card Last 4 Digits: xxxx, Transaction ID: xxxxxxxxx
2. Transaction Amount: \$90.00 and Transaction Date: xx/xx/xxxx
3. Authorization Code: xxxxxx
4. ARN: xxxxxxxxxxxx

Refund Transaction:

1. Refund ID: xxxxxxxx
2. Refund Amount: \$90.00 and Date of Refund: xx/xx/xxxx
3. ARN: xxxxxxxxxxxx

Please note if the chargeback is not reversed it is considered an unjust enrichment as the cardholder is receiving credit for the same transaction twice and could result in a violation of the Card Association Rules and Regulations.

Based on the above facts we believe this issue should be fully resolved.

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

Kind Regards,

Customer Service Manager
Acme Beauty Products

Attachments:

1. Refund Confirmation
2. Transaction Copy