

Retrieval / Chargeback Reversal Request			
Merchant Number:	Redacted	Case #:	84 Redacted
Chargeback Amount:	99.95	Reference #:	85500394 Redacted
Transaction ID:	Redacted	CC #:	5*****7 Redacted
Client's Name:	Peter Redacted	Exp Date:	09/16
Client's Address:	7161 Cottage Redacted		

Contents of this Chargeback Response:

1. Reversal Notification (this page)
2. Delivery Details
3. Transaction Details
4. Checkout Page / Agreement to Terms
5. Terms & Conditions

Peter Red purchased Vita Firm on 2014-11-03 08:57:41 after reviewing our website and terms. The order was filled and shipped to the address provided above. After placing the order, an email confirmation, which included our contact information, was sent to Redacted@gmail.com.

Vita Firm moisturizing emollients and natural ingredients help counter moisture loss and other characteristics of under-eye circles. Our soft, non-greasy formula absorbs quickly and leaves your skin feeling smooth and supple.

This transaction is valid. Peter Red purchased a 14-day trial of VitaFirm for a non-refundable shipping and handling fee of \$4.95. Pursuant to the trial, the customer agreed to be billed the full amount of \$99.95 if no cancellation was made within 14 days plus become enrolled in a monthly auto-ship program and be charged \$99.95 each month thereafter as long as the account remained active. The cardholders chargeback should not be honored for the following reasons:

- The documentation included shows the customer provided personal and payment information at the time of the purchase.
- We have acquired a positive AVS match for this transaction.
- As per the Visa/Mastercard PCI regulations: a CVV code cannot be stored. We have therefore also included a copy of the transaction receipt of the original purchase which includes a positive CVV match, which proves that this transaction was authorized by the cardholder.
- The ordering IP address matches the cardholder's location: 98.114. Redacted
- We have proof of delivery to the cardholder's address. (See 'Delivery Details' below.)

If you need any additional information on the product or our customer records please contact us directly.

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Delivery Details

- Tracking Number: 92748 Redacted
- Summary: Your item was delivered at 11:07 am on November 7, 2014 in Redacted

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Transaction Details

Transaction Detail	
Date/Time:	2014-11-17 07:21:31
Transaction ID:	24 Redacted
Transaction Type:	Card Settle
Status	Complete
Amount	99.95
Credit Card Information	
CC Type:	MC
CC Number:	5*****7 Redacted
CC Expiration:	09/16
Auth. Code:	03 Redacted
AVS Status:	Exact match, 5-character numeric ZIP (Y)
CVV2/CVC2 Status:	
Processor	GMA
Currency:	USD
Billing Information	Shipping Information
7161 Cottage Redacted	7161 Cottage Redacted
Redacted	Redacted
US	US
Order Information	
Order ID:	10 Redacted


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Originating Transaction Details

Transaction Detail	
Date/Time:	2014-11-03 08:57:41
Transaction ID:	24 Redacted
Transaction Type:	Card Settle
Status:	Complete
Amount:	4.95
Credit Card Information	
CC Type:	MC
CC Number:	5*****7 Redacted
CC Expiration:	09/16
Auth. Code:	02 Redacted
AVS Status:	Exact match, 5-character numeric ZIP (Y)
CVV2/CVC2 Status:	CVV2/CVC2 Match
Processor:	
Currency:	USD
Billing Information	Shipping Information
7161 Cottage Redacted	
Redacted	Redacted
US	
Order Information	
Order ID:	91 Redacted

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Checkout Page / Agreement to Terms



POWERFULLY and EFFECTIVELY
Reduces wrinkles for good

Product	Price
Shipping & Handling:	\$4.95
You Pay	\$4.95
You will be charged \$99.95 if do not cancel within 14 days	

To help you get started, we offer a 14-days trial of Vita Firm with the eligibility of automatic enrollment in our home delivery program. You can try Vita Firm risk free to determine if this product is right for you. When you submit your order, you automatically agree to pay the non-refundable discounted shipping & handling cost of \$4.95 for a full trial of 30 day supply of Vita Firm.

If you do not find the product right for you, simply call our Customer Support Center or the numbers shown on your bank statement, you can also send an email to cancel your home delivery program before the end of 14-day trial period and you will not be charged the full price of the Vita Firm. Your 14-day trial period begins from the day of ordering. Our products are normally delivered within 3 to 5 business days from the time of ordering. If you do not receive your trial bottles within five (5) business days after placing the order, please contact our Customer Service Center or numbers shown on your bank statement. Our support staff will be available to give you more updated information on the estimated delivery time along with the tracking info.

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Terms & Conditions

If you do not cancel before the end of 14-day trial, we charge the credit card on file the full price of \$99.95 + \$4.95 Shipping.

(\$99.95 + \$4.95 Shipping & Handling) will be charged on the 30th day from the order and 30days there after your credit card on file will be billed for the fresh pair of full 30-day supply of Vita Firm. No further notice will be sent by the Company.

Address:

Redacted

Redacted

Cancellations:

You may cancel your continuity shipments within the given stipulated period, any time. If you are not completely satisfied with the product, by calling Redacted down on your bank statement. However, unless you are cancelling pursuant to the 14 Day Trial set forth herein and stated as above, the company will not refund any amounts previously paid up to the date of cancellation. For termination, you shall not receive any pro-rate refund for the partial month's payments and you will be deemed, to remain liable for any and all unpaid charges, billed through to the date of cancellation. We consider that you understand and agree that cancellation of the continuity program is your sole right and remedy with respect to any dispute with the Company. The Company henceforth considers that, you have read, agreed and (met) all the required terms and conditions of the company Policy.

Following e-mail address can be used for cancellations of recurring billing.

Refund Policy:

If you are not happy with your purchase, please call our customer service number (US Redacted on your bank statement and one of our representatives will be happy to help you process a refund. All products (unused portion) coming back are subject to restocking fee and refund amount could vary by the condition of the bottles. You will also be advised on the best way of returning our product, product in possession for 30 days or more will not be considered refundable.