

MERCHANT SERVICES
PO BOX 6010
HAGERSTOWN, MD 21741-6010
USA

DISPUTE NOTIFICATION

A financial adjustment has been made to your account as a result of a dispute initiated by the issuing bank (below).

02/27/2015 (mm/dd/yyyy)

NEXTGEN MEDIA LLC
ROBERT POST
2775 W PEBBLE RD #312
LAS VEGAS NV 89123

Jurisdiction: Visa USA Domestic
Dispute Type: INCOMING PRE-ARBITRATION
Reason: Cancelled Recurring Transaction
Case Number: 850480017701
Adjustment Amount: 42.44

Faxed to:

Original Transaction Detail Information

Merchant Number:	897201209888	Credit Card Number:	426684XXXXXX6703
Transaction Date (mm/dd/yyyy):	11/30/2014	Reference Number:	24625674335286702300235
Transaction Amount:	84.87	Foreign Amount:	0.00
Merchant Xref:		Airline Ticket Number:	
Total Batch Amount:	2333.93	Batch Date (mm/dd/yyyy):	11/30/2014
Usage Code:		Custom Data:	
Card Product Type:	Visa Traditional Rewards	Transaction Method:	Mail/Telephone Order
Invoice Number:	0000642870	POS Entry:	
AVS Code:	Y	CVV2/CVC2/CID:	
UCAF/CAVV:		MCC:	5968
Reason Code:	41 / Cancelled Recurring Transaction		

Case Summary

A dispute has been initiated by Chase Bank USA, National Association because the cardholders account was charged after the services were cancelled.

Comments: We acknowledge the information provided however the cardholder states they cancelled, you need to contact the cardholder for another form of payment. You need to stop services until another form of payment can be made. No proof showing you contacted the cardholder 10 days before the posted date to have authorization from the cardholder to charge the cardholder account.

Questions?

Call **Merchant Services** at:
888-292-2608

Transaction Record

Cardholder #: 426684XXXXXX6703	Card Expiration Date (mm/dd/yyyy): 00/00
Transaction Type: 6	ARN: 74625674364286702200343
Transaction Locator:	Invoice #: 0000000000
Central Processing Date (mm/dd/yyyy): 12/30/14	Product Code: Visa
Transaction Date: 12/29/14	Transaction Time: 12:00 AM
Transaction Amount: -42.43	Foreign Amount: 0.00
Currency Code: 840	MCC: 5968
Merchant #: 897201209888	Merchant Name: ADVANCED PURE CLEANSE 0001
Merchant Address: 2630 CORPORATE CIR #400, HENDERSON NV	
MO/TO Ind: 7	Electronic Commerce Ind:
Request Pay Service Ind:	Interchange Rate Ind:
Airline Ticket #: 0272154425420	Check In/Pickup Date (mm/dd/yyyy):
Batch #: 000717702290242	Batch Date (mm/dd/yyyy): 2014-12-29
CAT Indicator:	CVV2/CVC2/CID:
Guarantee Flag:	Authorization Code:
Authorization Response Code:	POS Entry Mode: 01 / Hand Keyed
Terminal Capability Indicator:	Unpredictable Number:
Cryptogram Info Data:	Card Authorization Cryptogram:
Issuer Application Data:	
Application Transaction Count:	Terminal Verification Result:
Application Interchange Profile:	Terminal Country Code: 000
Service Code:	Cardholder Verification Method:
Chip Condition Code:	Terminal Profile Capability - PIN Capable:
EMV Online PIN Verification:	EMV Offline PIN Verification:
Multiple Clearing Sequence Number:	Multiple Clearing Sequence Count:
Check In/Departure Date:	Check Out Date:

Pre-Arb Questionnaire: ROL Case Number - 1343796434

Transaction Information

Card/Acct #:	4266-8413-4046-6703	Tran Type:	Sale	Issuer:	CHASE BANK USA, NA-
Network:	VISA	Tran Date:	11/30/14		TIONAL ASSOCIA
Tran ID:	384334226169109	Processing Date:	12/01/14	CH Name:	
ARN:	2-462567-4335-28670230023-5	Tran Amount:	84.87 USD	Acquirer:	BMO HARRIS BANK NA-
Retrieval Ref #:	433525286702	Jurisdiction:	DOMESTIC-US		TIONAL ASSOCIA
				Merchant:	888-416-6653 CLEANSE
				Location:	SUPPORT@ADVAN, NV

Case History Summary

Event	CPD	Dispute Amount	Reason Code
Chargeback:	12/31/14	84.87 USD	41 - Cancelled Recurring Transaction
Representment:	01/22/15	84.87 USD	41 - Cancelled Recurring Transaction

Days Between Events

RFC CPD From Tran CPD	N/A	Repre CPD from CB CPD	22
RFC Response CPD From RFC CPD	N/A	Pre-Arb Date from Repre CPD	25
CB CPD From Tran CPD	30		
CB CPD From RFC CPD	N/A		
CB CPD From RFC Response CPD	N/A		

Issuer's Pre-Arbitration Information

Dispute Amount: 42.44 USD Partial Amount

Why are you initiating Pre-Arbitration?

The merchant response does not remedy the chargeback. The cardholder cancelled on the date provided on our chargeback questionnaire and Revoked Authorization To bill this card as of that day. The cardholder is not required to provide proof of cancellation. The Cardmember contacted the merchant on 12/30/2014 and requested a return/refund and the merchant has denied the request. The merchant's limited cancellation policy bears no relevance in a dispute of this nature. Your merchant's return/refund policy is not applicable under this reason code. The merchandise is ready for the Merchant pick-up. Please issue credit for remaining amount.

Days Given to Respond: 30 Last Day to Respond: 03/18/15 (Based on Pacific Time)

Are you changing your Reason Code? No

Are you providing new information? No

Questionnaire Notes and Documents

Comments

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Documents

No documents attached

Issuer's Contact Information

Name: Noeline Menezes

Phone: Fax:

Email:

Cardholder Contact Information

Name:

Cardholder did not release contact information.

By completing this form, you agree that the information captured is correct to the best of your knowledge. Any available documentation which supports this dispute should be attached.