


From: Charlie L (Jobber) support@getjobber.com 
Subject: Update for ticket #934718
Date: May 1, 2025 at 9:23 AM
To: KAYLA COLLINS help@thehauskeep.com



##- Please type your reply above this line -##

Your ticket# (934718) has been updated. To add additional comments, reply to this email.





Charlie L (Jobber)

May 1, 2025, 10:23 MDT

Hi Kayla,

Thank you for your reply. Please be advised that a dispute happens when a client questions a payment from their credit card statement with their bank (credit card company). The bank will create a formal dispute which reverses the payment amount from your connected bank account, and that payment amount is held by Stripe (our payment processor) or may be given back to the client until the dispute has an outcome. Jobber has no control over this process. The Hauskeep Inc received 2 chargeback disputes on March 28th for reason of Debit Not Authorized for Invoice [#61](#) – Eric Palencia. Unfortunately, the payment provider does not allow you to submit evidence for this type of dispute and the disputed amount was not returned to you.

Disputes

SC NAME	OBJECT	DISPUTED AMOUNT	DISPUTE ID	TRANSACTION DATE	STATUS	STRIPE TRANSACTION	DISPUTE REASON	DISPUTE DATE
Eric Palencia	Invoice #61	\$1,559.80	MTY3MTYx	2025 06 Mar 07:04	lost	Stripe 	debit_not_authorized	2025 28 Mar 02:18
Eric Palencia	Invoice #61	\$599.00	MTY3MTYw	2025 23 Feb 10:00	lost	Stripe 	debit_not_authorized	2025 28 Mar 02:17

The dispute process is not set-up by Jobber. These guidelines are provided by Card associations like Visa, Mastercard etc. When a dispute is initiated, the funds are removed from the merchants account until the dispute is resolved. If you were to win the dispute, the funds would be returned back to you. If not, they would go to the customer who started the dispute. These guidelines have to be followed to exist in the credit card eco-system. As long as you are taking payments through credit card, there is a risk of chargebacks happening and funds being removed.

~~That being said you are required at this point to repay Jobber as funds were reversed~~

that being said you are required at this point to repay Jobber as funds were reversed when the dispute was initiated and you did not have funds in your Stripe balance or connected bank account to cover for the reversal.

Should you wish to pay your outstanding debt and avoid legal and/or criminal action, please pay the [{INVOICE LINK}](#) and respond to this message.

Sincerely,



KAYLA COLLINS

May 1, 2025, 10:10 MDT

Sent from my iPhone

On Apr 30, 2025, at 8:15AM, Charlie L (Jobber) <support@getjobber.com> wrote:

Attachment(s)

[The_Hauskeep_Jobber_Dispute_Letter_Simplified_REGEN.pdf](#)



Charlie L (Jobber)

Apr 30, 2025, 09:15 MDT

Hi KAYLA,

We are contacting you regarding your outstanding balance with Jobber.

A chargeback debt of **\$2,137.21** was incurred by you when your business **The Hauskeep Inc.** received chargeback(s) while processing payments on Jobber's platform. Jobber subsequently tried to collect the amount owed but was unsuccessful. Your Jobber account has been suspended due to lack of response and payment for your overdue invoice.

We are writing to inform you that due to a lack of response, we may have no other alternative but to proceed with legal action should the balance not be paid in full by May 2, 2025. This debt will immediately be reported to all collection bureaus and negatively affect your credit rating.



Should you wish to pay your outstanding debt and avoid legal and/or criminal action, please



pay the {INVOICE LINK} and respond to this message.

Sincerely,

This email is a service from Jobber. Delivered by Zendesk

Disputes

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From: Kayla, The Hauskeep help@thehauskeep.com  
Subject: Re: Update for ticket #934718
Date: May 1, 2025 at 3:50 PM
To: Jobber support@getjobber.com



The_Hauskeep_Final_Rebuttal_Letter.pdf



Sent from my iPhone

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Sincerely,

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