

Customer who charged back:

Chronik

+ Notiz hinzufügen

25.39 € angefochten – Grund:

Sind Sie der Meinung, diese Zahlung hätte blockiert werden sollen? [Stellen Sie Ihren Schwellenwert für Blockierungen neu ein](#)

08.09.2022, 13:18

Zahlung hat Betrugsfrühwarnsystem ausgelöst

04.09.2022, 17:16

Zahlung erfolgreich

22.08.2022, 18:59

Zahlung begonnen

22.08.2022, 18:59

Checkout-Übersicht

Kunde/Kundin	<div>TOMOKO TADA</div> <div>China</div>	Customer Email	
EINTRÄGE	MENGE	EINHEITSPREIS	BETRAG
Standard Residentials	1	26,00 €	26,00 €
		Gesamt	26,00 €

Customer's IP and Email for identifaction:

Zahlungsmethode

ID	pm_1LZfqo2VYozH4aH01GH6i7i1	Inhaber/in	TOMOKO TADA
Nummer	**** 6448	E-Mail-Adresse von Inhaber/in	<div>Customer Email</div>
Fingerabdruck	9YcE6puWvRRLNz4H	Adresse	CN
Gültig bis	06 / 2024	Herkunft	Japan <div></div>
Typ	Visa credit Karte	CVC-Prüfung	Bestanden <div></div>
Aussteller	VJA		

Risikoeinblicke

64 Normales

Alle Einblicke anzeigen

KUNDE/KUNDIN

E-Mail-Adresse des Kunden/der Kundin

Name von Karteninhaber/in

Sind Kundenname und E-Mail ähnlich?

Dieser E-Mail zugeordnete durchschnittliche Autorisierungsquote (von Beginn an)

Verbundene Kund/innen

Customer Email

TOMOKO TADA

Nein

50 %

Nicht verfügbar

STANDORT

mapbox

San Jose, California, United States

Rechnungsadresse nicht angegeben

Rechnungsadresse or Lieferadresse nicht angegeben

Lieferadresse nicht angegeben

Customer Discord ID and Email:

This screenshots shows that the chargeback customer is associated with user "841778493314301962". This user id is the customers discord user id. Our business communications happen on discord therefore this is important.


In the second screenshot you can see, that the user mail associated with the chargeback is the same as the user mail used for discord!

Übersicht über die Antworten

```
1 {
2   "id": "cs_live_b1PLhQChrpEXItA9HgRtuge4MZlZTs9Gqk3FC2BitLq@LVUX7r06UsVf2U",
3   "object": "checkout.session",
4   "allow_promotion_codes": true,
5   "cancel_url": "[REDACTED]residential",
6   "customer": "cus_MA2NSI6CDyEmte",
7   "livemode": true,
8   "metadata": {
9     "expirationDate": "",
10    "type": "tenant_transaction",
11    "uid": "[REDACTED]",
12    "product_id": "prod_LPAMZsYyBHib7Z",
13    "torch_product_id": "torchlabs_iproyal",
14    "price_id": "price_1LCR7L2VYozMAaH0VyTYbWUt",
15    "discord_id": "841778493314301962",
16    "datacenterProductType": ""
17  },
18 }
```

This is from stripe if you scroll down you will see events section in the payment.

Customer Discord ID

Id	Avatar	Tag	Email
841778493314301962		#841778493314301962	camenytolen31646852@gmail.com

Customer Discord ID

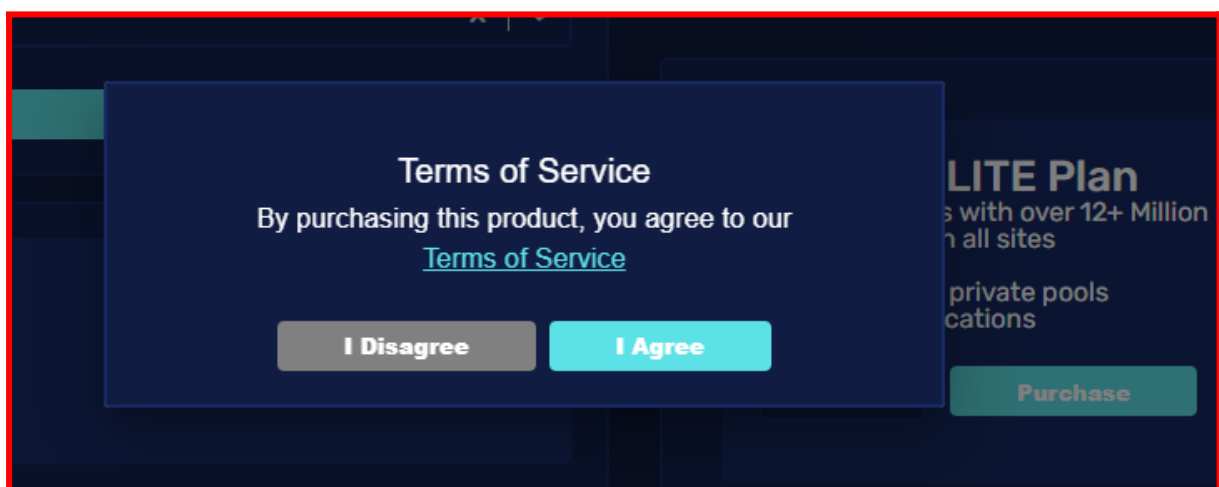
Discord Tag

Customer Email

Therefore it is pretty clear that the user who bought the product, as you can see the mail in the Stripe screenshot, also used it and is the exact same customers in our dashboard system, as you can see in the second screenshot!

We are identifying customers via this discord ID and mail.

Customer agreed to our Terms of Service before being able to buy the product:



As you can see the Customer needs to agree to our Terms of Service before he is able to buy any of our products. Our Terms of Service clearly saying we dont offer refunds. You can take a look at our TOS here:

<https://docs.google.com/>

Customer got the product delivered instantly and used it:

啊啊啊啊!! #2163

Add or Subtract Data

Plan ▼ Data GB

Usage

Bright Data 10.039GB of 10.000GB	REFRESH USAGE
Standard Residential 10.083GB of 10.000GB	REFRESH USAGE

CANCEL UPDATE

You can see in this screenshot that the Customer received the Product and also used it! You can see that the discord username from the screenshots above associated with the discord user id. You can see the customer received 10GB of BrightData and used 10 out of 10GB of this Data.

Therefore, we strongly disagree with the chargeback reasoning as fraudulent as the customer was clearly aware of the transaction and has been committed to using our service. Additionally, the customer has received their goods and they were using our service throughout the whole period.