VROL Case Number

Member Case Number:

Transaction Information

xxxx-xxxxx-1234 Card/Acct #: Tran Type: Sale Issuer Network: VISA Tran Date: 02/20/2025 Processing Date: 02/20/2025 Tran ID: CH Name: Jason Jones 24036295051716751514137 Tran Amount: 25.54 USD ARN: Acquirer: Jurisdiction: DOMESTIC-US Merchant: TODAY SHOPS Retrieval Ref#: Location: 877-373-4907,NY

Dispute Information

Dispute Amount: 25.54 USD

Dispute Category/Condition: 13.1 Consumer - Merchandise/Services Not Received

Certification/Elaboration

What was not received? Merchandise

Is the purchase a third-party gift card without an expiration date, where the merchandise or services were not provided by the third party due. No to insolvency or bankruptcy?

Provide detailed description of what was purchased and an explanation of the dispute;

Cardholder purchased SMART E-GADGETS Over-Ear Bluetooth Earbuds, black in color SKU #723466588287, Order #TSD002343866. Card-

holder attempted to resolve via phone and was told that they did not have an order under her name.

Did merchant cancel the merchandise? No Is merchant in bankruptcy/liquidation? No

Did the cardholder cancel prior to the expected date?

Did the cardholder attempt to resolve the dispute with the merchant?

Was the merchandise delivered late? No

Was the merchandise delivered to the incorrect location? No

Comments and Documents

Comments: Documents:

Cardholder Contact Information

Name Type: Prefix:

First Name: Jason

Middle Name:

Last Name: Jones

Suffix: Phone: Business Phone:

Cell Phone:
Fax:
Email:

Address: 236,1st Ave

 City:
 Dreamland

 State/Region:
 NJ

 Postal Code:
 12345

 Country:
 US

Region:

Best Time to Call

Does the cardholder give permission to release this information No

to the Merchant?

Dispute Response Information

Response: Decline
Financial Processing Date: 03/31/2025

Response Reason: Invalid Dispute

Comments:			
Documents:			
Other			
Acquirer Contact Informati	ion		
•			
Name:	System Resolu	ion	
Acquir	er Collaboration Dispute Res	oonse Questionnaire - Consumer Disp	outes
		2, 13.3, 13.4, 13.5, 13.6, 13.7, 13.8, 13.9	
ROL Case Number:			
Transaction Information			
Cardholder Account Number:	xxxx – xxxxx - 1234	Tran type: D	
Transaction Amount: 25.54		Acquirer Reference Number: 2403629505171	6751514137
TransDate (MM/DD/YY): 02/20/2	2025	Chargeback CPD (MM/DD/YY): 03/15/2025	
Dispute Reason Code: 13 MO/TO / ECI Indicator: 7		Dispute Condition Code: 1	
Transaction Identifier: 58505107	0936430	Merchant Category Code: 5699 Jurisdiction: Visa USA Domestic	
Dispute Response Information	ı:		
Accept Partial			
x Decline			
Acceptance Amount: 0.00	hility Q Inv		
Why are you not accepting full lia CB;See Merchant Response	ability? Inv		
Response Reason :			
Credit Processed			
Invalid Dispute			
Invalid dispute reason:			
See attachment			
Explanation:			
See Merchant Response			
Credit Information			
Credit Date (CCYY-MM-DD):	Acquirer Reference Number:	Credit Amount:	
Credit Date (CCYY-MM-DD):	Acquirer Reference Number:		UTE RESPONSE - R
Credit Date (CCYY-MM-DD): Merchant #: TODAY SHOPS	·		
Merchant #: TODAY SHOPS	Case #:	DISP Reason Code: 1310	UTE RESPONSE - R Amount: 25.54
Merchant #: TODAY SHOPS Accept dispute: By se	Case #:	DISP Reason Code: 1310 pting <u>FULL</u> financial liability for this	UTE RESPONSE - R Amount: 25.54 dispute.
Merchant #: TODAY SHOPS Accept dispute: By se	Case #:	DISP Reason Code: 1310	UTE RESPONSE - R Amount: 25.54 dispute.
Merchant #: TODAY SHOPS Accept dispute: By se Credit Issued: Credit I	Case #: electing this action, you are acce Date(MM/DD/CCYY):/_/_	Reason Code: 1310 pting <u>FULL</u> financial liability for this _ Credit Amount: Credit ARN:	Amount: 25.54 dispute.
Merchant #: TODAY SHOPS Accept dispute: By se Credit Issued: Credit I Check all conditions that	Case #: electing this action, you are acce Date(MM/DD/CCYY):/_/_	Reason Code: 1310 pting <u>FULL</u> financial liability for this _ Credit Amount: Credit ARN: de supporting documentation as require	Amount: 25.54 dispute.
Merchant #: TODAY SHOPS Accept dispute: By se Credit Issued: Credit I Check all conditions that ensure the case number is	Case #: electing this action, you are accedude (MM/DD/CCYY):/_/ apply to your response and inclusive written in the upper right hand	Reason Code: 1310 pting <u>FULL</u> financial liability for this Credit Amount: Credit ARN: de supporting documentation as require corner of each page.	Amount: 25.54 dispute.
Merchant #: TODAY SHOPS Accept dispute: By se Credit Issued:Credit I Check all conditions that ensure the case number is Copy of a Signed and	Case #: electing this action, you are acce Date(MM/DD/CCYY):/_/ apply to your response and inclusive written in the upper right hand	Reason Code: 1310 pting <u>FULL</u> financial liability for this Credit Amount: Credit ARN: de supporting documentation as require corner of each page.	Amount: 25.54 dispute.
Merchant #: TODAY SHOPS Accept dispute: By se Credit Issued:Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can	Case #: clecting this action, you are acce Date(MM/DD/CCYY):/_/ apply to your response and inclusive written in the upper right hand. d/or Electronically captured sales accellation policy or order form	Reason Code: 1310 pting <u>FULL</u> financial liability for this Credit Amount: Credit ARN: de supporting documentation as require corner of each page.	Amount: 25.54 dispute.
Merchant #: TODAY SHOPS Accept dispute: By se Credit Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed ord	Case #: clecting this action, you are acce Date(MM/DD/CCYY):/_/ apply to your response and inclusive written in the upper right hand allor Electronically captured sales accellation policy or order form ler form	Reason Code: 1310 pting <u>FULL</u> financial liability for this Credit Amount: Credit ARN: de supporting documentation as require corner of each page.	Amount: 25.54 dispute.
Merchant #: TODAY SHOPS Accept dispute: By second to the conditions that a consure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed ord AVS of Y or M and Second conditions that a conditions that a consure the case number is Copy of a Signed and Copy of a Signed ord AVS of Y or M and Second conditions are consultations.	Case #: clecting this action, you are acce Date(MM/DD/CCYY):// apply to your response and inclusive written in the upper right hand allor Electronically captured sales acellation policy or order form ler form SIGNED proof of delivery to AV	Reason Code: 1310 pting <u>FULL</u> financial liability for this Credit Amount: Credit ARN: de supporting documentation as require corner of each page.	Amount: 25.54 dispute.
Merchant #: TODAY SHOPS Accept dispute: By se Credit Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed ord AVS of Y or M and Signed rental agreements.	cleeting this action, you are acceptate(MM/DD/CCYY):/_/ apply to your response and inclusive written in the upper right hand also relation policy or order form the ler form SIGNED proof of delivery to AVent or Hotel/Motel folio	Reason Code: 1310 pting <u>FULL</u> financial liability for this Credit Amount: Credit ARN: de supporting documentation as require corner of each page.	Amount: 25.54 dispute.
Merchant #: TODAY SHOPS Accept dispute: By second in the condition of the condition of the consure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed ord AVS of Y or M and Signed rental agreem Copy of the Recurring	cleecting this action, you are acceptate(MM/DD/CCYY):/_/ apply to your response and inclusive written in the upper right hand also relation policy or order form ler form SIGNED proof of delivery to AV ent or Hotel/Motel foliong billing agreement	Reason Code: 1310 pting FULL financial liability for this Credit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip 7S confirmed address	Amount: 25.54 dispute.
Merchant #: TODAY SHOPS Accept dispute: By second in the condition of the condition of the consure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed can Copy of a Signed ord AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation	clecting this action, you are acceded a poly to your response and inclusive written in the upper right hand a lor Electronically captured sales acellation policy or order form ler form SIGNED proof of delivery to AV ent or Hotel/Motel foliong billing agreement in showing loyalty transactions response acceded acceded to the sales acceded to the	Reason Code: 1310 pting FULL financial liability for this Credit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip //S confirmed address elated to this purchase	Amount: 25.54 dispute.
Merchant #: TODAY SHOPS Accept dispute: By second to the conditions that a consure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed can Copy of a Signed ord AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation T & E Documentation	clecting this action, you are acceded apply to your response and inclusive written in the upper right hand a lor Electronically captured sales acellation policy or order form ler form SIGNED proof of delivery to AV ent or Hotel/Motel foliong billing agreement in showing loyalty transactions response acceded acceded acedea.	Reason Code: 1310 pting FULL financial liability for this _ Credit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip //S confirmed address elated to this purchase es made throughout the service period	Amount: 25.54 dispute.
Accept dispute: By se Credit Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed ord AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation T & E Documentation Proof that the ticket we Proof the name on the	clecting this action, you are accedute(MM/DD/CCYY):/_/ apply to your response and inclusive written in the upper right hand allor Electronically captured sales accellation policy or order form ler form SIGNED proof of delivery to AV lent or Hotel/Motel foliong billing agreement in showing loyalty transactions region showing subsequent purchas was received for passenger transpection flight manifest matches the Ca	Reason Code: 1310 pting FULL financial liability for this _ Credit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip //S confirmed address elated to this purchase es made throughout the service period	Amount: 25.54 dispute.
Accept dispute: By se Credit Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed ord AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation T & E Documentation Proof that the ticket we Proof of CVC2 in lies.	clecting this action, you are accedude (MM/DD/CCYY):/_/ apply to your response and include written in the upper right hand allor Electronically captured sales accellation policy or order form ler form SIGNED proof of delivery to AV ent or Hotel/Motel foliong billing agreement in showing loyalty transactions reion showing subsequent purchas was received for passenger transper flight manifest matches the Cau of imprint	Reason Code: 1310 pting FULL financial liability for this Credit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip 7S confirmed address elated to this purchase es made throughout the service period port	Amount: 25.54 dispute.
Merchant #: TODAY SHOPS Accept dispute: By second in the second in the case of the case number is to the case number is the	cleeting this action, you are accedude (MM/DD/CCYY):/_/ apply to your response and include written in the upper right hand allor Electronically captured sales accellation policy or order form ler form SIGNED proof of delivery to AV ent or Hotel/Motel foliong billing agreement in showing loyalty transactions reasons howing subsequent purchase was received for passenger transpending the manifest matches the Cau of imprint in the state of the capture o	Reason Code: 1310 pting FULL financial liability for thisCredit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip 7S confirmed address elated to this purchase es made throughout the service period port rdholder name on purchased itinerary	Amount: 25.54 dispute. d by the Issuer.Please
Accept dispute: By se Credit Issued: Credit Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed ord AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation T & E Documentation T of the name on the Proof of CVC2 in liet Proof of Verified by Section 1.	electing this action, you are acceded to be acted to be acted to your response and included written in the upper right hand a complete to the acted to be acted to	Reason Code: 1310 pting FULL financial liability for thisCredit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip 7S confirmed address elated to this purchase es made throughout the service period port rdholder name on purchased itinerary AMEX Safe Key, or Discover Protect B	Amount: 25.54 dispute. d by the Issuer.Please
Accept dispute: By se Credit Issued: Credit I Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed can Copy of a Signed and AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation T & E Documentation Proof that the ticket we Proof of CVC2 in lieu Proof of Verified by X Other Documentation	cleeting this action, you are accedude (MM/DD/CCYY):/_/ apply to your response and include written in the upper right hand allor Electronically captured sales accellation policy or order form ler form SIGNED proof of delivery to AV ent or Hotel/Motel foliong billing agreement in showing loyalty transactions reasons howing subsequent purchase was received for passenger transpending the manifest matches the Cau of imprint in the state of the capture o	Reason Code: 1310 pting FULL financial liability for thisCredit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip 7S confirmed address elated to this purchase es made throughout the service period port rdholder name on purchased itinerary AMEX Safe Key, or Discover Protect B	Amount: 25.54 dispute. d by the Issuer.Please
Accept dispute: By se Credit Issued: Credit Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed ord AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation T & E Documentation T of the name on the Proof of CVC2 in liet Proof of Verified by Section 1.	electing this action, you are acceded to be acted to be acted to your response and included written in the upper right hand a complete to the acted to be acted to	Reason Code: 1310 pting FULL financial liability for thisCredit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip 7S confirmed address elated to this purchase es made throughout the service period port rdholder name on purchased itinerary AMEX Safe Key, or Discover Protect B	Amount: 25.54 dispute. d by the Issuer.Please
Accept dispute: By se Credit Issued: Credit I Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed can Copy of a Signed and AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation T & E Documentation Proof that the ticket we Proof of CVC2 in lieu Proof of Verified by X Other Documentation	electing this action, you are acceded to be acted to be acted to your response and included written in the upper right hand a complete to the acted to be acted to	Reason Code: 1310 pting FULL financial liability for thisCredit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip 7S confirmed address elated to this purchase es made throughout the service period port rdholder name on purchased itinerary AMEX Safe Key, or Discover Protect B	Amount: 25.54 dispute. d by the Issuer.Please
Accept dispute: By se Credit Issued: Credit I Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed can Copy of a Signed and AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation T & E Documentation Proof that the ticket we Proof of CVC2 in lieu Proof of Verified by X Other Documentation	electing this action, you are acceded to be acted to be acted to your response and included written in the upper right hand a complete to the acted to be acted to	Reason Code: 1310 pting FULL financial liability for thisCredit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip 7S confirmed address elated to this purchase es made throughout the service period port rdholder name on purchased itinerary AMEX Safe Key, or Discover Protect B	Amount: 25.54 dispute. d by the Issuer.Please
Accept dispute: By se Credit Issued: Credit I Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed can Copy of a Signed and AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation T & E Documentation Proof that the ticket we Proof of CVC2 in lieu Proof of Verified by X Other Documentation	electing this action, you are acceded to be acted to be acted to your response and included written in the upper right hand a complete to the acted to be acted to	Reason Code: 1310 pting FULL financial liability for thisCredit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip 7S confirmed address elated to this purchase es made throughout the service period port rdholder name on purchased itinerary AMEX Safe Key, or Discover Protect B	Amount: 25.54 dispute. d by the Issuer.Please
Accept dispute: By se Credit Issued: Credit I Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed can Copy of a Signed and AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation T & E Documentation Proof that the ticket we Proof of CVC2 in lieu Proof of Verified by X Other Documentation	electing this action, you are acceded to be acted to be acted to your response and included written in the upper right hand a complete to the acted to be acted to	Reason Code: 1310 pting FULL financial liability for thisCredit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip 7S confirmed address elated to this purchase es made throughout the service period port rdholder name on purchased itinerary AMEX Safe Key, or Discover Protect B	Amount: 25.54 dispute. d by the Issuer.Please
Accept dispute: By se Credit Issued: Credit I Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed can Copy of a Signed and AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation T & E Documentation Proof that the ticket we Proof of CVC2 in lieu Proof of Verified by X Other Documentation	electing this action, you are acceded to be acted to be acted to your response and included written in the upper right hand a complete to the acted to be acted to	Reason Code: 1310 pting FULL financial liability for thisCredit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip 7S confirmed address elated to this purchase es made throughout the service period port rdholder name on purchased itinerary AMEX Safe Key, or Discover Protect B	Amount: 25.54 dispute. d by the Issuer.Please
Accept dispute: By se Credit Issued: Credit I Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed can Copy of a Signed and AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation T & E Documentation Proof that the ticket we Proof of CVC2 in lieu Proof of Verified by X Other Documentation	electing this action, you are acceded to be acted to be acted to your response and included written in the upper right hand a complete to the acted to be acted to	Reason Code: 1310 pting FULL financial liability for thisCredit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip 7S confirmed address elated to this purchase es made throughout the service period port rdholder name on purchased itinerary AMEX Safe Key, or Discover Protect B	Amount: 25.54 dispute. d by the Issuer.Please
Accept dispute: By se Credit Issued: Credit I Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed can Copy of a Signed and AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation T & E Documentation Proof that the ticket we Proof of CVC2 in lieu Proof of Verified by X Other Documentation	electing this action, you are acceded to be acted to be acted to your response and included written in the upper right hand a complete to the acted to be acted to	Reason Code: 1310 pting FULL financial liability for thisCredit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip 7S confirmed address elated to this purchase es made throughout the service period port rdholder name on purchased itinerary AMEX Safe Key, or Discover Protect B	Amount: 25.54 dispute. d by the Issuer.Please
Accept dispute: By se Credit Issued: Credit I Issued: Credit I Check all conditions that ensure the case number is Copy of a Signed and Copy of a Signed can Copy of a Signed can Copy of a Signed and AVS of Y or M and Signed rental agreem Copy of the Recurring T & E Documentation T & E Documentation Proof that the ticket we Proof of CVC2 in lieu Proof of Verified by X Other Documentation	electing this action, you are acceded to be acted to be acted to your response and included written in the upper right hand a complete to the acted to be acted to	Reason Code: 1310 pting FULL financial liability for thisCredit Amount: Credit ARN: de supporting documentation as require corner of each page. s slip 7S confirmed address elated to this purchase es made throughout the service period port rdholder name on purchased itinerary AMEX Safe Key, or Discover Protect B	Amount: 25.54 dispute. d by the Issuer.Please

Comments and Documents

tracking Code: 420080159261290185947803955632

This shipment is handled by: DHL eCommerce

Customer Service &

Print 🖷

DELIVERED

Tuesday, March 18, 2025 at 2:31 PM Local time, 236,1st Ave, Dreamland, PO Box 1245, NJ, US

Origin: FARMERS BRANCH, United States of America

Destination: 236,1st Ave, Dreamland, PO Box 1245, NJ, US

TSD002343866-A.png

Merchant Comments

Order TSD002343866 was delivered to the address provided on 3/18/25.

Transaction Information

Merchant

The Shops at NBCUniversal

Transaction Type

sale

Amount

\$25.54 USD

Transaction Created

Feb 19 2025, 07:58 PM CST

Status

settled

Braintree Transaction ID

8gft2zkv

Transaction ARN

24036295051716751514137

CVV Response

Matches (M).

AVS Response

Street Address matches (M). Postal Code matches (M).

Payment Information

Payment Type

Credit Card

Card Type

Visa

Cardholder Name Jason Jones

Card Number xxxx-xxxx-1234

Expiration Date 07/25

Customer Information

Name

Jason Jones

Company

Email

Jason.Jones@oogle.com

Phone

Fax

Billing Address

Name

Jason Jones

Street Address

236,1st Ave

City

Dreamland, PO Box 1245

State/Region

NJ

Country

United States of America

Shipping Address

Name

Jason Jones

Street Address

236,1st Ave

City

Dreamland, PO Box 1245

State/Region

N

Country

United States of America