

Transaction Information

Card/Acct #:	xxxx - xxxxx - 1234	Tran Type:	Sale	Issuer:	
Network:	VISA	Tran Date:	02/20/2025		
Tran ID:		Processing Date:	02/20/2025	CH Name:	Jason Jones
ARN:	24036295051716751514137	Tran Amount:	25.54 USD	Acquirer:	
Retrieval Ref#:		Jurisdiction:	DOMESTIC-US	Merchant:	TODAY SHOPS
				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 to insolvency or bankruptcy? No
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. Cardholder 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? No
Did the cardholder attempt to resolve the dispute with the merchant? Yes
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 to the Merchant? No

Dispute Response Information

Response: Decline
Financial Processing Date: 03/31/2025
Response Reason: Invalid Dispute

Comments and Documents

Comments:
Documents:
Other

Acquirer Contact Information

Name: System Resolution

Acquirer Collaboration Dispute Response Questionnaire - Consumer Disputes
Dispute Reason Code 13.1, 13.2, 13.3, 13.4, 13.5, 13.6, 13.7, 13.8, 13.9

ROL Case Number:

Transaction Information

Cardholder Account Number: xxxx – xxxx - 1234
Transaction Amount: 25.54
TransDate (MM/DD/YY): 02/20/2025
Dispute Reason Code: 13
MO/TO / ECI Indicator: 7
Transaction Identifier: 585051070936430

Tran type: D
Acquirer Reference Number: 24036295051716751514137
Chargeback CPD (MM/DD/YY): 03/15/2025
Dispute Condition Code: 1
Merchant Category Code: 5699
Jurisdiction: Visa USA Domestic

Dispute Response Information :

☐ Accept Partial
☒ Decline
Acceptance Amount: 0.00
Why are you not accepting full liability? Inv
CB;See Merchant Response

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:

DISPUTE RESPONSE - R

Merchant #: TODAY SHOPS Case #: Reason Code: 1310 Amount: 25.54

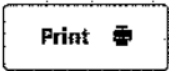
☐ Accept dispute: By selecting this action, you are accepting **FULL** financial liability for this dispute.
☐ Credit Issued:Credit Date(MM/DD/CCYY): __/__/__ Credit Amount: Credit ARN:

Check all conditions that apply to your response and include supporting documentation as required by the Issuer.Please ensure the case number is written in the upper right hand corner of each page.

- ☐ Copy of a Signed and/or Electronically captured sales slip
- ☐ Copy of a Signed cancellation policy or order form
- ☐ Copy of a Signed order form
- ☐ AVS of Y or M and **SIGNED** proof of delivery to AVS confirmed address
- ☐ Signed rental agreement or Hotel/Motel folio
- ☐ Copy of the Recurring billing agreement
- ☐ T & E Documentation showing loyalty transactions related to this purchase
- ☐ T & E – Documentation showing subsequent purchases made throughout the service period
- ☐ Proof that the ticket was received for passenger transport
- ☐ Proof the name on the flight manifest matches the Cardholder name on purchased itinerary
- ☐ Proof of CVC2 in lieu of imprint
- ☐ Proof of authorization
- ☐ Proof of Verified by Visa, MasterCard Secure Code, AMEX Safe Key, or Discover Protect Buy
- ☒ Other Documentation (Please Describe): Please see attached evidence.

Merchant Comments

Tracking Code: 720080159261290185947803955652



This shipment is handled by: **DHL eCommerce**
[Customer Service](#)

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 – xxxxx – 1234

Expiration Date 07/25

Customer Information

Name

Jason Jones

Company

Email

Jason.Jones@google.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 Address236,1st Ave

City

Dreamland, PO Box 1245

State/Region

NJ

Country

United States of America