

Chargeback Filing Confirmation - Case CB-2026-0847

ABC BANK - CHARGEBACK FILING CONFIRMATION

DISPUTE MANAGEMENT CENTER

Case Reference: CB-2026-0847

Filing Date: February 24, 2026

Filed By: Pace AI Agent (Automated)

DISPUTE DETAILS

Transaction ID: TXN-9847201

Transaction Date: December 28, 2025

Amount: \$2,340.00

Card Network: Visa

Reason Code: 13.1 - Merchandise/Services Not Received

CARDHOLDER INFORMATION

Name: Sarah Mitchell

Card: Visa ending 7391

Account Status: Active, Good Standing

MERCHANT INFORMATION

Name: ElectroMax Online Store

MCC: 5732 - Electronics Stores

Acquirer: First National Payment Solutions

FILING SUMMARY

- Cardholder reported goods not received on January 28, 2026
- Retrieval request sent to merchant on February 1, 2026
- Merchant failed to respond within 20-day window
- No tracking information or delivery confirmation on file

- Filing within 120-day Visa window: YES (58 days from transaction)

PROVISIONAL CREDIT

Amount: \$2,340.00

Credited to: Account ending 7391

Credit Date: February 24, 2026

MERCHANT RESPONSE DEADLINE

The merchant/acquirer has 30 days from the date of this filing to respond with evidence.

Deadline: March 26, 2026

COMPLIANCE CHECK

- Reason code eligibility: PASSED
- Timeline compliance: PASSED
- Documentation requirements: PASSED
- Network rules adherence: PASSED

Status: FILED SUCCESSFULLY

Next Review Date: March 26, 2026

ABC Bank Dispute Resolution Center

Automated Processing Division