

Dispute Resolution Department
7300 Chapman Highway
Knoxville TN 37920-6612
USA
Phone: 866-895-0050
Fax: 877-888-2034
Monday-Friday 8:30 a.m. to 6:30 p.m. ET
Email: DisputeResolution@elavon.com

SERVER CENTER
628 12 AVE SW UNIT 201
CALGARY AB T2R 0H6
Canada

Case Number: 1065635506
Date of Advice: 11/11/2025

Pre-Arbitration Notification

For prompt service, please return this signed cover letter with your rebuttal information.

After review of your previous response, the cardholder/issuer is continuing to dispute the transaction outlined below.

Merchant Information

Merchant Name: SERVER CENTER
Merchant Number: 8032733555

Ref No.: 26621597182

Transaction Information

Cardholder Account #: 414709*****0241
Acquirer Reference #: 74924275267122675839183
Transaction Date: 09/23/2025
Dispute Type: Pre-Arbitration/Arbitration

Dispute Amount: 250.00 USD
Original Transaction Amount: 250.00 USD
Dynamic Currency Amount: 250.00 USD
Authorization Code: 080071
Ticket #:

Reason Code: 13.7-Cancelled Merchandise/Services

Please respond by **11/26/2025** to let us know if you accept or decline the disputed transaction outlined above. If you choose to continue to decline, please supply all supporting documentation. To verify our receipt of your response, please allow 72 hours before calling for a status.

To address this dispute, please provide the following detailed information: Proof for one of the following: The Transaction Receipt or other record to prove that the Merchant properly disclosed a limited return or cancellation policy at the time of the Transaction, Evidence to demonstrate that the Cardholder received the Merchant's cancellation or return policy and did not cancel according to the disclosed policy, credit was issued, or the cardholder no longer disputes the transaction.

If you do not return this signed and dated notification with supporting documentation by the "Respond By" date we will debit your account for the amount of the dispute.

Your options are:

- ____ 1. We are unable to provide the information listed above to remedy this dispute according to card brand rules and regulations. Therefore, we agree to accept the dispute and the debit to our account.
- ____ 2. We are providing the information listed above to respond to this dispute according to card brand rules and regulations. I agree that I am responsible for all fees and fines assessed on this case as described below. (See Note)

Authorized Signature: _____ **Date:** _____

Note: By choosing option two, this case may be filed with the card brand arbitration committee for review. If the committee rules in favor of the cardholder, you will be charged by the card brand for the amount of the dispute plus additional technical fees. These fees can range from \$150 to \$1,000 or more. If the committee rules in your favor, technical fees could still be assessed. The decision of the arbitration committee is final. Any further action to resolve this dispute will need to be between you and the cardholder directly.

