

**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](mailto:DisputeResolution@elavon.com)

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

**Case Number: 1054175698**

**Date of Advice: 07/25/2024**

**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.: 7094679302

**Transaction Information**

Cardholder Account #: 414720\*\*\*\*\*0278

Acquirer Reference #: 74924274071120714460416

Transaction Date: 03/10/2024

Dispute Type: Pre-Arbitration/Arbitration

Dispute Amount: 220.00 USD

Original Transaction Amount: 220.00 USD

Dynamic Currency Amount: 220.00 USD

Authorization Code: 06170I

Ticket #:

Reason Code: 13.7-Cancelled Merchandise/Services

Please respond by **08/13/2024** 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 fees. These fees can range from \$150 to \$500 or more. If the committee rules in your favor, no charges will 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.

