

DO NOT MAIL RESPONSES

Merchant Services
Retrieval & Chargeback Department
1185 Imperial Drive Ste. 200
Hagerstown, MD 21740

Collaboration Debit Advice
Respond By: 7/29/2025

Please respond via fax:

Fax: 706-644-5210

7/18/2025

PAINTED TREASURES LLC
STE 900
1875 HIGHWAY 6
SUGAR LAND TX 77478-5138

Your Case Number is: **2025198021464**

This is a notification of a(n) Collaboration dispute initiated by the issuing bank:
JPMorgan Chase Bank N.A.

Reason: Duplicate Processing

Your account has been **debited** by the Adjustment Amount because:

Cardholder claims they were billed two or more times. Provide all sales drafts/doc, proving all sales are separate/authorized.

Type:	Retail Sale	Cardholder Number:	438857XXXXXX7394
Merchant Name:	PAINTED TREASURES LLC	Reference Number:	24275395164900010880818
Merchant Number:	5436845560418310, 601115011399126	2nd Reference Number:	
Transaction Amount:	\$29.23	Cardholder Name:	Not Available
Dispute Amount:	\$29.23	Transaction Date:	6/13/2025
Adjustment Amount:	\$29.23	Posting Date:	6/13/2025
		Resolved Date:	7/17/2025
Airline Ticket Number:		Received Date:	7/16/2025
Authorization Code:	04851D	POS Entry Mode:	
Family ID:	60282298	Chargeback DDA:	

PLEASE BE AWARE:

- You must supply a detailed rebuttal addressing all claims and if full or partial credit was issued, please explain why only partial credit was issued.
- You must supply your rebuttal and documentation no later than **7/29/2025**. Failure to do so could result in the forfeiture of your rights established by Visa.
- Please note that there may be printed documentation on the back side of each page.
- For faster processing, fax your rebuttal request. Please complete and return this form with any documentation supporting your case. Should you have any questions please contact the chargeback department at (800) 654-9256.

***NOTE:** It is a violation of association rules to issue a credit after the initiation of the dispute.

Contact Person: _____

Telephone No: _____ **Fax No:** _____

Reversal Reason (if insufficient space, please attach a separate sheet with your reason):

Processing Error Dispute Questionnaire

Visa Resolve Online
VROL Case Number 2560140513
Member Case Number:

Transaction Information

Card/Acct #:	4388-57xx-xxxx-7394	Tran Type:	Sale	Issuer:	JPMorgan Chase Bank N.A.
Network:	VISA	Tran Date:	06/13/2025	CH Name:	
Tran ID:	46516502908203201	Processing Date:	06/14/2025	Acquirer:	PNC Bank, National Associ-
ARN:	24275395164900010880818	Tran Amount:	29.23 USD		ation
Retrieval Ref#:	516428900010	Jurisdiction:	DOMESTIC-US	Merchant:	COLOR ME MINE SUGAR-
					LAND
				Location:	832-7769090,TX

Dispute Information

What is incorrect about this transaction?	Duplicate
Dispute Amount:	29.23 USD
Dispute Category/Condition:	12.6 Processing Error - Duplicate Processing
Financial Processing Date:	07/16/2025

Certification/Elaboration

Are both transactions for the same merchant and on the same card? Yes

Duplicate Transaction:

Transaction ID	Transaction Date	Transaction Amount	Acquirer Reference Number	Merchant Name
465165029732304	06/13/2025	29.23 USD	24275395164900010880 883	COLOR ME MIN AND

Comments and Documents

Comments:

Documents:

Issuer Contact Information

Name:

Phone:

Email:

By completing this form, you agree that the information captured is correct to the best of your knowledge. Any available documentation which supports this dispute should be attached.