

# Chargeback Adjustment Reversal Request

10/30/2015

Page 1 / 11



Playstation Network

6080 Center Drive, 10th Floor Los Angeles, CA 90045

## Chargeback Information:

Chargeback Reason Code: 60

Acquirer's Reference #:

Chargeback Amount: 134.97 USD

Sequence #: 304252875

Chargeback Posting Date: 09/26/2015 00:00:00 UTC

## Merchant Information:

Merchant Name: Playstation Network

M.I.D.: 145376

Merchant Location: Los Angeles, CA

Billing Descriptor: Playstation Network

## Cardholder Information:

Card Holder Name: [REDACTED]

Card #: [REDACTED]

Expiration Date:

## Transaction Information:

Transaction Amount: 0.00 USD

Authorization Code:

Settlement Amount: -134.97 USD

Current Balance: USD

AVS: N - No Address or ZIP Match

Transaction Date: 08/14/2015 00:00:00 UTC

CVV: - Not Provided

Order ID: 22f9eee64

## Shipping Information:

Shipping Method:

Shipping status:

Tracking Number:

## Contents of this Chargeback Adjustment Reversal Request Form :

1. R
2. Order Confirmation Email
3. Funds Added Confirmation Email
4. Add Funds to Wallet
5. Terms & Conditions #1
6. Terms & Conditions #2
7. Terms & Conditions #3
8. Downloadable Content
9. Downloadable Content 2
10. Detail #1

10/30/2015

Page 1 / 11

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# Chargeback Adjustment Reversal Request

10/30/2015

Page 2 / 11

## Description of Dispute

- Customer has been active since 08/18/2012.

This charge is for funds applied to the customer's PlayStation (PS) Wallet (credit account) on 08/14/2015. The funds were used for the purchase of the following items for a Sony PlayStation gaming console:

1. Grand Theft Auto V
2. Gran Turismo 6
3. Call of Duty: Black Ops II with Revolution Map Pack

- To access Sony Entertainment Network, customer must create an account and accept the Terms of Service and User Agreement. All access to content may only be purchased using funds from a Playstation Wallet associated with customer's account.

Funds added to the wallet are non-refundable. In addition, wallet funds have no monetary value outside of Sony Entertainment Network. However, cardholder's wallet was credited \$134.97 on 8/21/2015. As such, cardholder may purchase other content with the issued credit on his PlayStation "Wallet".

- IP Address: 201.229.62.112

- Customer used the following contact information:

Name: [REDACTED]

Email address and Sign-in ID: [REDACTED]

Address: [REDACTED] Cambridge, MA 02141

- Sony tracks all log in and usage activity, and their records show the cardholder has continued to access their account and utilize services through 09/14/2015.

- During the checkout process, customers are required to select a "click-to-accept" button to fund the Wallet. This action signifies the customer's agreement to the attached Terms of Service and User Agreement, which state that all purchases are non-refundable.

The Terms of Service and User Agreement clearly state that all fees are applied to the credit card provided by the customer.

Based on the information provided, chargeback is invalid.

## Additional Information

10/30/2015

Page 2 / 11

# Chargeback Adjustment Reversal Request

10/30/2015

Page 3 / 11

---

## Order Confirmation Email

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-----Original Message-----

From: Michael\_Lopez@PlayStation.Sony.com [mailto:Michael\_Lopez@PlayStation.Sony.com]

Sent: Monday, June 25, 2012 2:18 PM

To: Lopez, Michael

Subject: Fw: Thank You For Your Purchase

PlayStation  
Network  
<PlayStationNetwo To  
rk@ac.playstation Michael  
.net> Lopez/Contractor/SCEA@Playstation  
cc  
06/25/2012 02:13  
PM Subject  
Thank You For Your Purchase

### Transaction Receipt

Dear Michael,

Thank you for your PlayStation(R)Store purchase.

A receipt of your purchase is below. Be sure to keep it in a safe place for future reference.

Online ID: xcea-f9h

Order Number 3183213621

Date/Time Purchased: 06/25/2012 @ 02:14 PM Total Amount: \$3.99

Item / Service	Details	Price (Dollars)
----------------	---------	-----------------

UP4329-NPUZ00241_00-ANGRYBIRDSGAME01-UG01	Angry Birds (17 MB	
Required)	\$3.99	

Sub Total	\$3.99
-----------	--------

Tax	\$0.00
-----	--------

Total \$3.99

Current Wallet Amount\*: \$18.03 \*This wallet amount is current as of the date and time of this transaction.

Thank you,  
The Sony Entertainment Network Team

This e-mail message has been delivered from a send-only address. Please do not reply to this message. For more information about your account, please visit the links below.

Support:

<http://www.us.playstation.com/corporate/contactus/>

Terms of Use and Privacy Policy:

<http://www.sonyentertainmentnetwork.com/legal/>

10/30/2015

Page 3 / 11

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# Chargeback Adjustment Reversal Request

10/30/2015

Page 4 / 11

---

## Funds Added Confirmation Email

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----- Forwarded Message -----

From: PlayStation Network <[PlayStationNetwork@ac.playstation.net](mailto:PlayStationNetwork@ac.playstation.net)>

To: [listerlind@yahoo.com](mailto:listerlind@yahoo.com)

Sent: Monday, June 25, 2012 2:27 PM

Subject: Funds have been added to your wallet

Wallet Transaction Notification: Funds Added

Dear Joey,

The requested funds have been added to your Sony Entertainment Network wallet. The transaction details are provided below for your records.

Online ID: HenryMane

Order Number 3181273193

Date/Time Transacted: 06/25/2012 @ 02:27 PM

Charge Method VISA 4282\*\*\*\*\*1822

---

Funds added to wallet \$5.00

Current Wallet Amount\* \$5.00

---

\*This amount reflects your current wallet amount as of the date and time of this transaction.

Thank you,

The Sony Entertainment Network

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This e-mail message has been delivered from a send-only address. Please do not reply to this message. For more information about your account, please visit the links below.

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10/30/2015

Page 4 / 11

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# Chargeback Adjustment Reversal Request

10/30/2015

Page 5 / 11

## Add Funds to Wallet

### Consent to Charge Card and Add Funds to Wallet

The screenshot shows the Sony Entertainment Network Account Management interface. The left sidebar contains navigation links: Billing Information, Account Details, **Wallet**, Sub Accounts, Redeem Prepaid Card, Transaction History, Media and Devices, and Notification Preferences. The main content area is titled 'Add Funds to Wallet' and contains the following text:

Do you want to add \$5.00 to the wallet using your credit card (DISCOVER \*\*\*\* \* 1742)?

By sending 'Yes', you agree to fund the Wallet in accordance with the Terms of Service and User Agreement.

Funds added to the wallet are non-refundable.

Current Wallet Funds	\$0.00
	+ \$5.00
Wallet Amount After Funding	\$5.00

At the bottom, there are two buttons: 'Yes, I agree. Add funds to my wallet' and 'Cancel'.

10/30/2015

Page 5 / 11

# Chargeback Adjustment Reversal Request

10/30/2015

Page 6 / 11

---

## Terms & Conditions #1

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### TERMS OF SERVICE AND USER AGREEMENT

#### ACCOUNT REGISTRATION

To access First Party Services, you must create a SEN Account. You may view content on certain Authorized Devices depending on the First Party Services you are using. "Authorized Devices" means your Authorized Download Devices and your Authorized Streaming Devices in relation to First Party Services. There are two types of accounts: Master Accounts and Sub Accounts. All accounts have an associated mailbox for receiving electronic text mail. If you have reached the legal age of majority, you can create a Master Account for yourself. Where available, each Master Account can create up to six (6) associated Sub Accounts. You are not permitted to create Sub Accounts for adults or persons under the legal age of majority who are not your children or for whom you are not the legal guardian. Your children must be of a certain age in order to have a Sub Account. Deletion or termination of a Master Account may result in the deletion and termination of all associated Sub Accounts. A Master Account has access to and control over the following aspects of its Sub Accounts: (i) financial aspects; (ii) content availability and (iii) certain communication features. The Master Account holder is jointly and severally legally and financially responsible for the actions of his or her Sub Account holders.

#### PARENTAL CONSENT AND PARENTAL CONTROLS

Where Sub Accounts are available, a child under the legal age of majority can only have a Sub Account associated with a Master Account of the child's parent or legal guardian. If you are creating a Sub Account for a child, you must provide (i) your consent for SNEI, the Sony Group of Companies and select third parties to collect, use and disclose, pursuant to SNEI's Privacy Policy and the policies of third parties where applicable, your child's personally identifying information to third parties for the purpose of allowing your child to participate in SEN First Party Services; (ii) your consent to your child's communications with others through the Sony Entertainment Network and Third Party Services as described in this Agreement and SNEI's Privacy Policy; and (iii) your credit card information if requested by SNEI for Sub Accounts for children under the age of 13 in the United States and Canada or under the specific age applicable to your country. Your credit card will be used to verify parental consent under laws requiring your consent. You will not be charged a fee for creating the Sub Account. If you do not consent to the collection and disclosure of your child's information as described in SNEI's Privacy Policy, you will not be able to create a Sub Account. If all requested information is provided, a separate email containing a code will be sent to the Master Account's email account with instructions to complete registration by entering the code into the Sub Account using a personal computer. You will need to create for your child an Online ID that will be associated with your child's SEN Sub Account. Please note that a user's real name, profile photo and Online ID may be viewable by all SEN First Party Services users and, depending on a user's activities, the real name, profile photo and Online ID may be publicly available and viewable via the Internet by those outside the SEN First Party Services. For example, if a user submits a posting to an online blog related to the SEN First Party Services, that user's Online ID may be associated with the post in a manner that is publicly available.

#### WALLET

All access to content may only be purchased from SNEI using funds from a wallet associated with your SEN Account. Your wallet will be used to purchase content, licenses or services offered through SEN. All transactions made by the Sub Account or the Master Account must be made through the Master Account's wallet. A Sub Account does not have a separate wallet. Master Accounts can set a maximum spending amount for each Sub Account, effective at the beginning of the following month. A Master Account holder can fund the wallet up to a maximum amount determined by SNEI ("Limit"), using either (i) a credit or debit card; (ii) a prepaid card or promotional code with a specified value where available; or (iii) other payment methods approved by SNEI and made available from time to time in each specific country. **SNEI HAS NO OBLIGATION TO REVERSE OR REFUND UNAUTHORIZED CHARGES MADE USING ANY AVAILABLE PAYMENT METHOD. EXCEPT AS OTHERWISE PERMITTED BY APPLICABLE LAW OR AS EXPRESSLY PROVIDED IN THIS AGREEMENT, FUNDS ADDED TO THE WALLET ARE NON-REFUNDABLE AND NON-TRANSFERABLE.** Wallet funds have no value outside SEN and can only be used to purchase access to content from SNEI through First Party Services and certain limited Third Party Services. Subject to applicable law, wallet funds that are deemed abandoned or unused by law will not be returned or restored.

#### TRANSACTIONS

All transactions made through your Master Account or an associated Sub Account are solely between you and SNEI. By completing a transaction through your Master Account or allowing a transaction to take place through an associated Sub Account, you are (i) agreeing to pay for all transactions made by the Master Account and its associated Sub Accounts,

10/30/2015

Page 6 / 11

# Chargeback Adjustment Reversal Request

10/30/2015

Page 7 / 11

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## Terms & Conditions #2

including recurring charges for subscriptions that are not cancelled; (ii) authorizing SNEI to deduct from the wallet and charge your credit card or other applicable payment instrument or payment mechanism all applicable fees due and payable for all transactions made by the Master Account and its associated Sub Accounts; and (iii) agreeing to any applicable Usage Terms and the terms and conditions associated with use of the particular content or service. To the extent permitted by applicable law, all transactions are final upon their completion. You may have the option to order a license for certain content from the SEN First Party Services in advance of the time the content is first released for license via the SEN First Party Services. To the extent permitted by applicable law, we reserve the right to deduct funds from your wallet for any such pre-order at the time of your request, but the content will not be available until the content is released for license via the SEN First Party Services. **YOU MAY NOT CANCEL A PRE-ORDER AT ANY TIME AND REFUNDS ARE NOT AVAILABLE FOR PRE-ORDERS, SUBJECT TO APPLICABLE LAWS.** Access to content is not transferable except as expressly allowed under applicable terms of service. Prior to completing a transaction, you are encouraged to review the description of the content or service you are licensing and the content itself, where available. If you do not have sufficient funds in your wallet to complete a transaction and you have previously entered your credit card information or another payment instrument or payment mechanism, we may automatically charge your credit card or the other applicable payment instrument or payment mechanism a minimum amount determined by SNEI ("Minimum Fee") to complete the transaction, even if the Minimum Fee exceeds the total amount of your order. Any difference between the Minimum Fee and the total amount of your order will be credited to your wallet. Additional procedures apply to subscription purchases. Please read Section 13 ("SUBSCRIPTIONS") of this Agreement for details. **PAYMENTS FOR ACCESS TO CONTENT OR SERVICES ARE NOT REFUNDABLE, UNLESS OTHERWISE REQUIRED BY APPLICABLE LAW.**

### SUBSCRIPTIONS

SNEI may offer you the opportunity to purchase, order or download subscriptions that provide access to particular products or services for a specified period of time. Subscriptions renew automatically unless you cancel the subscription. The cost of each subscription will automatically be deducted from your wallet at the beginning of each subscription term without further notice to you. Subscriptions may not be shared among any SEN accounts, including the Master Account with its associated Sub Accounts. SNEI may also offer a free trial period with some subscriptions. Subject to the terms and conditions of the free trial offer, if you do not cancel your subscription before expiration of a trial period, your wallet may automatically be charged the cost of the subscription at the beginning of each subscription term without further notice to you. To avoid being charged, you must cancel your subscription prior to expiration. Please review all terms and conditions carefully before you accept any offer or promotion.

If you do not have sufficient funds in your wallet to cover the cost of your subscription at the time the subscription is renewed, the subscription will be cancelled unless the automatic funding feature on the Master Account is set to "ON." If the automatic funding feature on the Master Account is set to "ON," your credit card or other applicable payment instrument or mechanism may be charged automatically the greater of the subscription cost or the Minimum Fee. Every time you or one of your associated Sub Accounts purchases, orders or downloads a new subscription, the automatic funding feature in the Master Account is set automatically to "ON." The Master Account holder may change this setting to "OFF" at any time. However, the setting will return to "ON" upon subsequent purchase, order or download of any subscription, so setting your automatic funding feature to "OFF" may not effectively cancel your subscription. In order to stop receiving a subscription and avoid being charged, you must cancel your subscription in the Account Management area.

If you no longer wish to receive your subscription, you must cancel your subscription by using account management or contacting customer service at [www.sonyentertainmentnetwork.com/support](http://www.sonyentertainmentnetwork.com/support) or the address located at the end of this Agreement. Cancellation will take effect at the beginning of the next subscription term. **EXCEPT AS OTHERWISE STATED IN THIS AGREEMENT, UPON CANCELLATION OF YOUR SUBSCRIPTION OR TERMINATION OF THE MASTER ACCOUNT OR SUB ACCOUNT, YOU WILL NOT RECEIVE A REFUND OR CREDIT FOR ANY SUBSCRIPTIONS FOR WHICH YOU HAVE PAID.** Further, you will not be able to access content or services provided in your subscription except as permitted by SNEI. Content that you downloaded onto a device and that was provided to you through a subscription at no additional cost beyond the subscription price may not be accessible. Game play information, including trophies earned during a trial offer, promotional period or subscription term may not be available.

### TERMINATION / CANCELLATION

If SNEI determines in its sole discretion that you or your associated Sub Accounts have violated any term of this Agreement, the Usage Terms, or any other terms and conditions connected with SEN First Party Services or have otherwise injured or

10/30/2015

Page 7 / 11

# Chargeback Adjustment Reversal Request

10/30/2015

Page 8 / 11

---

## Terms & Conditions #3

damaged the SEN First Party Services community, SNEI may take all actions to protect its interests, including termination or suspension of your SEN Account (both the Master Account and any associated Sub Accounts), automatic removal or blockage of content, implementation of upgrades or devices intended to discontinue unauthorized use, permanent or temporary disablement of any system or device through which you receive SEN First Party Services or reliance on any other remedial efforts as necessary to remedy the violation. If the violation is in connection with content that you or your Sub Accounts have accessed, you must immediately cease use of such content and delete all copies from all of your devices. **UPON TERMINATION OF YOUR ACCOUNT FOR ANY REASON, YOU WILL NOT RECEIVE A REFUND FOR ITEMS (INCLUDING SUBSCRIPTIONS AND PRE-PAID PRODUCTS OR SERVICES), VALUE ACCUMULATED ON IN-GAME ITEMS OR ANY UNUSED BALANCE IN YOUR WALLET EXCEPT AS REQUIRED BY LAW OR AS EXPRESSLY PROVIDED IN THIS AGREEMENT.** After your account is terminated, you will not be able to access SEN First Party Services. Any game ranking or scores, or information in connection with SEN First Party Services will not be retained or accessible by you or your associated Sub Accounts. In some situations, we may suspend or terminate your Master Account, but permit you to retain your associated Sub Accounts. If you do not terminate your Sub Accounts, you will be liable for all their acts. You may not alter any of the settings on your Master Account, including parental control settings placed on your Sub Accounts prior to the termination or suspension of your Master Account. Your Sub Accounts will be permitted to use the remaining funds in your wallet provided that the Sub Account has not exceeded the limit you placed on the Sub Account. Additionally, you will not receive further correspondence from SNEI about your Sub Accounts, including purchases made by your Sub Accounts. SNEI reserves the right to bring legal action and to participate in any government or private legal action or investigation relating to your conduct, which may require the disclosure of your information. Unless as otherwise stated in this Agreement, SNEI, at its sole discretion, may indefinitely suspend, or discontinue any and all online access to content at any time, including for maintenance service or upgrades, without prior notice or liability.

10/30/2015

Page 8 / 11

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# Chargeback Adjustment Reversal Request

10/30/2015

Page 9 / 11

## Downloadable Content

 Gran Turismo® 5 

DRM License Name	Gran Turismo® 5
Type	Game
Purchase Date	08/14/2015 10:36:09 GMT
Licensee	Sony Computer Entertainment America
Product Type	None
Platform	None
Acquire Date	08/14/2015 10:36:34 GMT
Expiration Date	08/21/2015 19:48:47 GMT
Playability Date	None
Last Downloaded Console ID:	<u>000000010084050c1020e0894dbd5ec709000000...</u>
Download History	None
Most Recent redownload allowed on	None

Close

10/30/2015

Page 9 / 11

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# Chargeback Adjustment Reversal Request

10/30/2015

Page 10 / 11

## Downloadable Content 2

 Call of Duty®: Black Ops II 

DRM License Name	Call of Duty®: Black Ops II
Type	Game
Purchase Date	08/14/2015 10:36:09 GMT
Licensee	Activision
Product Type	None
Platform	None
Acquire Date	08/14/2015 10:36:33 GMT
Expiration Date	08/21/2015 19:48:46 GMT
Playability Date	None
Last Downloaded Console ID:	000000010094000c1020e0894dbd0ec70000000...
Download History	None
Most Recent redownload allowed on	None

Close

10/30/2015

Page 10 / 11

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# Chargeback Adjustment Reversal Request

10/30/2015

Page 11 / 11

## Detail #1

### Receipt

#### Transaction Information

Transaction ID:

Transaction:

Status:

#### Credit Card Information

CC Number 531262...4550

CC Expiration:

Authorization Code:

AVS Status: N - No Address or ZIP Match

CVV/CVC Status: None

MID: 145376

ECI:

#### Order Information

Order ID: 22f9eee64

Order Description: None

#### Shipping Carrier Information

Shipping Carrier:

Shipping Date:

Tracking Number:

#### Billing Information

Name: Tony Lin

Company:

Email:

Address:

Country:

Phone: 888-888-8888

Website:

#### Shipping Information

Name:

Company:

Email:

Address:

Country:

10/30/2015

Page 11 / 11

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