



Submit dispute  
evidence

Submit evidence

Bank review

Final decision

## **T** Why should you win this dispute? New

- The cardholder withdrew the dispute
- The cardholder was refunded
- The purchase was made by the rightful cardholder
- Other

The client purchased a timeshare package and agreed with all of the conditions but when they showed up for the timeshare the information they agreed to was different than what they told the resort. They told us that they had NOT filed bankruptcy in the past 3 years and they were NOT currently in bankruptcy but they told the resort that they were in bankruptcy which gave us the right to charge the \$200 non tour fee. Had the client been honest with us when signing the documentation this situation would have been avoided.

## **📦** Product or service details

### Description

The client booked a reservation based up completing a qualified timeshare presentation, which they did NOT

### What type of product or service is this?

- Physical product
- Digital product or service
- Offline service
- Event
- Booking or reservation
- Other



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### Upload evidence

The following evidence is most relevant to this dispute. If you would like to share other types of evidence not listed below, upload it and label it as 'other'. [Learn best practices for submitting evidence.](#)

- Customer communication Recommended
- Refund and cancellation policy Recommended
- Terms disclosure Recommended
- Receipt
- Other evidence

#### UPLOADED DOCUMENTS



Dezalon chargeback backup.pdf

Terms disclosure



doc04071320221101135850.pdf

Customer signature



### Additional information

## Customer details

### Email

fleurdemai525@gmail.com



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Billing address

## Product or service details

Booking or reservation number

Booking or reservation status

Select a status 

Booking or reservation start date

MM / DD / YYYY

Booking or reservation end date Optional

MM / DD / YYYY

## Credit or voucher

Did you offer a credit or voucher to the customer?

Yes

No

## Refund and cancellation

Did you show the customer your refund and cancellation terms?

Yes (Please upload the image in the "supporting evidence" section)



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- During checkout
- During sign up
- Other

Terms were verbally done and they again were noted when the client signed the invoice

Thank you for submitting your information. The cardholder's card issuer will review your case and make a final decision within 3 months. We'll let you know if there's anything else needed.