To Whom It May Concern:

We received a Chargeback Notice for John Smith (case #12121212). The Reason Code given is “FRAUD CARDABSENT ENVIROMENT.”

iTickets can confirm that this is not an issue of a fraudulent charge. We request that $70.80 be returned to our account, as documentation provided by the merchant does not support this reason.

**Details:** John Smith purchased 3 Combo Pass tickets to “Exciting Event Name” at Venue Name, 123 Main St, Nashville TN on 1/2/2020.

1. **All tickets are non-refundable and non-exchangeable.** This is clearly stated and easily visible both in the Terms & Conditions (they must check a box agreeing to those terms) and in the Receipt Email sent once an order is placed, both of which are attached.
2. **The customer selected to pick the tickets up at the event at will call**, indicating they planned to attend the event.
3. This customer called in to our customer service and placed an order over the phone with a representative from iTickets**.**
4. **The charge on the transaction returned a CVV2/CVC2 Match**, meaning that the address provided, zip code provided, and card billing address matched.
5. Before finalizing the order, **customer verified the total and agreed to the iTickets user agreement**; the total purchase amount was confirmed by the customer over the phone and they were advised of our policies.
6. **No contact was received** at the iTickets call center or customer care email, where customers can ask questions or have tickets resent if they’ve been lost or misplaced.

Attached are the customer’s order in our ticketing system, the emailed receipt, a screenshot of the Terms & Conditions they agreed to, and a copy of their tickets.