

Intuit Attn: Disputes

2630 Skymark Avenue Suite 500-Box17
Mississauga, Ontario L4W 5A4
CAN

DISPUTE NOTIFICATION**Dispute Type:**

FIRST CHARGEBACK

03/17/2016 (mm/dd/yyyy)

GREASE DUCKS SEPTIC LTD.
200 - 100 PARK ROYAL
WEST VANCOUVE BC V7T 1A2
CAN

A financial adjustment has been made to your
account as a result of a dispute. If
you wish to contest, your
response must be received no later than:
04/06/2016 (mm/dd/yyyy)

Issuer: The Toronto Dominion Bank
Case Number: 352589808
Adjustment Amount: 194.25
Reason: 85 / Credit Not Processed

Original Transaction Detail Information	
Merchant Number:	25981210016
Card Product Type:	Visa Gold
Batch Date (mm/dd/yyyy):	
Invoice Number:	
Merchant Xref:	80406639
Reference Number:	74514205356004026309857
Airline Ticket Number:	
Custom Data:	
Credit Card Number:	452085XXXXXX8236
Transaction Amount:	194.25
Transaction Date (mm/dd/yyyy):	12/21/2015
Alternate Amount:	194.25
Transaction Method:	Mail/Telephone Order
POS Entry:	1 / Hand Keyed
MCC:	8999

DO NOT ISSUE CREDIT! The cardholders account has been credited as a result of this chargeback. If you previously issued credit, please provide the date and amount of the credit.

When responding to this dispute, follow all instructions on the back of the form.

Comment: To refute this chargeback, please provide an explanation of why credit is not due along with one of the following
1) If cardholder is present at the time of the transaction provide a signed cancellation/return policy 2) If the transaction was mail, phone or ecommerce provide proof cancellation/return policy was accepted by the cardholder.

Dispute Alert: Effective Oct. 2015, excluding AFD, Networks are implementing liability shift for EMV in the United States. Liability shifts to the party (Issuer or Merchant) that has not adopted Chip technology or has the lowest level of security when the transaction was processed. Chargeback protection, based on Card Network rules, is increased by using an EMV terminal with PIN capabilities.

Questions?

Call Merchant Services at:
1-800-886-9134

Contact your Representative today to manage your disputes in a more efficient, timely and secure environment.

The information in this message may be proprietary and/or confidential, and protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify First Data immediately by replying to this message and deleting it from your computer.

Intuit Attn: Disputes

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DISPUTE RESPONSEResponses must be received by
04/06/2016 (mm/dd/yyyy)

Date (mm/dd/yyyy): _____

Case Number:

352589808

Amount:

194.25

Custom Data:**Why are you requesting a reversal of this Dispute?**

(If additional space is needed please continue on a separate sheet of paper)

The Issuer requires supporting documentation included in your response be clearly identified. Please add a check next to appropriate items listed below to identify what you have included in support of your case. Ensure the case number is written in the upper right hand corner of each separate sheet supplied.

- ☐ Copy of a Signed and/or Electronically Captured Sales Slip
- ☐ Copy of a Signed Cancellation Policy
- ☐ Copy of a Signed Order Form
- ☐ Signed Proof of Delivery, including Proof of Positive AVS
- ☐ Signed Rental Agreement
- ☐ Copy of the Hotel/Motel Folio
- ☐ Copy of the Recurring Billing Agreement
- ☐ Copy of the Credit Receipt
- ☐ Proof that the Authorized Signer was known by the Cardholder
- ☐ Documentation Showing Additional Transactions by this Cardholder
- ☐ T & E-Documentation showing Loyalty Transactions related to this Purchase
- ☐ T & E-Documentation Showing Subsequent purchases made throughout the Service Period
- ☐ Proof that the ticket was received for Passenger Transport
- ☐ Proof the name on the Flight Manifest matches the Cardholder Name on Purchased Itinerary
- ☐ Proof of CVV2 in Lieu of Imprint
- ☐ Proof of Authorization
- ☐ Proof of Verified by Visa or MasterCard Secure Code
- ☐ Proof that a Customer Profile was Established and Validated for the Purchase of Digital Goods
- ☐ Proof that the Cardholder has Possession of the Merchandise/Service (ie. Photographs, E-mails)
- ☐ Other Documentation (Please describe): _____

■ **For non face-to-face transactions** (mail/telephone and internet transactions) we recommend that you provide as much information as possible to establish cardholder participation in a transaction. Non face to face transactions are made at your own risk.

■ **For face-to-face transactions**, the Network's rules require a signed and card-imprinted (if not card-swiped) transaction document to establish cardholder participation in a transaction.

FOR FAST PROCESSING, FAX YOUR RESPONSE TO: 402-933-1525

OR, MAIL TO: The address at the top of this page.

Help us save energy, money and the planet through electronification of paper correspondence. If you are interested in "going green", call the Merchant Services number provided to find out more about our web based Dispute Manager tool.

Chargeback Questionnaire: ROL Case Number - 1432392647

Transaction Information

Card/Acct #:	4520-8500-1701-8236	Tran Type:	Sale	Issuer:	THE TORONTO-DO-
Network:	VISA	Tran Date:	12/21/15		MINION BANK
Tran ID:	305356123190605	Processing Date:	12/22/15	CH Name:	
ARN:	7-451420-5356-00402630985-7	Tran Amount:	194.25 CAD	Acquirer:	WELLS FARGO BANK,
Retrieval Ref. #:	535677004026	Jurisdiction:	DOMESTIC-CA		NATIONAL ASSOCIA-
					TION
				Merchant:	GREASE DUCKS SEP-
					TIC LTD.
				Location:	WEST VANCOUVE, BC
					,CA

Action: Chargeback

Dispute Information

Dispute Group: 5 - Cancelled/Returned
 Dispute Reason: 85 - Credit Not Processed
 Dispute Amount: 194.25 CAD Cardholder ☐ Debit ☒ Credit

Credit Information

Was a credit voucher, voided transaction receipt or refund acknowledgement given? ☒ No

Elaboration Information

What was Purchased? Other Services
☐ Providing copy of Credit Transaction Receipt not processed
 Did you cancel? ☒ Yes
☐ An original credit was not accepted because either:

Cancellation Information

Cancel Date: 12/28/15
 Spoke with:
 Was the cardholder given a cancellation policy? ☒ No

Attempt To Resolve

Did the cardholder attempt to resolve with the merchant?

☒ Yes

Date of most recent contact: 122815

Name of Contact: Alex Collins

Contact Method: phone

Merchant's Response:

no response

Questionnaire Notes and Documents

Comments

Documents

No documents attached

Chargeback Reference Number

Cardholder Contact Information

Name

Cardholder did not release contact information.



GREASE DUCKS LTD.
PO Box 56101
1st Ave. RPO
Vancouver, BC V5L 5E2

04/30/2013 14:44:18

SALE

Total: \$112.00

VISA xxxxxxxxxxxx3298
Exp. Date: xx / xx
Name: Rohit Puri

Auth. Code:	024977	QuickBooks Trans. No:	
Ref. No.:	000084000110	Merchant No.:	318646105888
Trans. ID:	ME0117653911	Terminal ID:	2952284

Approved - Thank You

00

Not Swiped

Thank you for your business

CUSTOMER COPY



8402057

Fixed Extinguishing Systems

Inspection, Testing and Maintenance

Account

Site Ho Ho Yummy Food ☒ Wet Chemical ☐ Dry Chemical Hydro Date 12/02/2015
Owner/Auth Jimmy Kwan Manufacturer Range Guard
Address 1224 Davie St. Model RG-6G Serial No. _____
City Vancouver Fusible Link 400 degree x 6 Fusible Link _____
Province BC Fusible Link _____ Other _____
Postal Code V6E 1N3 ☒ Fuel Shut off ☐ Electric ☐ Gas
Phone (604) 688-9896 Size _____
Date of Service Dec 02, 2015 Time 14:30h Cylinder Master size 6G
Service Technician Alex Collins Cylinder Slave Size _____ Cylinder Slave Size _____

Equipment Protected (left to right)

Deep Fryer	Deep Fryer	Deep Fryer	Griddle	4 Burner
Wok	Wok	Wok		

Mark appropriate: "✓" Yes - Acceptable, "X" No - Unacceptable, "NA" - Not Applicable. All No answers shall be explained in Comments.

Inspections

- ☒ No significant grease accumulation on nozzles or links?
- ☒ Check that corrosive cleaning agents are not used?
- ☒ Nozzles aim at the cooking surfaces they protect?
- ☒ Nozzle caps and seals are in place?
- ☒ The extinguishing system is in its proper location?
- ☒ Manual actuators are unobstructed?
- ☒ Tamper indicators and seals are intact?
- ☒ Maintenance tag or certificate is in place?
- ☒ No physical damage exists that may prevent operation?
- ☒ Pressure gauges are in the operable range?
- ☒ Has the hazard remained the same?

Semi-Annual Inspection

- ☒ Clean nozzles?
- ☐ Chemical cylinder pressure-175PSI/KPA?
- ☐ Expellant gas cartridge
- ☐ (a) Pressure (nitrogen) - 2700 PSI
- ☐ (b) Weight (carbon dioxide) - LBS/KGS?
- ☐ Check dry chemical agent for lumping or caking?
- ☒ Fusible links replaced semi-annually?
- ☒ Check Detectors, releasing devices, hose nozzles, alarms?
- ☒ System Piping examined and not obstructed?
- ☒ Piping and conduit securely bracketed?
- ☐ Check travel of cable nuts/S-hooks?

- ☒ Filters are listed and in proper position?
- ☒ Proper clearance from flame to filters?
- ☐ Damper Operates as intended?
- ☒ Proper separation between fryers and open flame?
- ☒ Proper portable fire ext. in accessible location?
- ☒ Personnel instructed in manual operation?
- ☒ Operating instructions posted in a conspicuously?
- ☒ Manual and remote set/seals in place?
- ☒ System operational & seals in place?

Tests and Maintenance

- ☒ Hydrostatic test, 12 yr. Last date test 2012
- ☒ Cleaned cylinder and mount?
- ☒ Actuating test from pull station?
- ☐ Actuating test from fusible link?
- ☒ Actuating test from electrical detection?
- ☒ Fusible link checked, cleaned or replaced?
- ☒ Connection to fire alarm test?
- ☒ Fuel shutoff tested?
- ☒ Exhaust Fan tested and is operational?

Hydrostatic test required every 12 years

- ☐ Dry Chemical Containers?
- ☒ Wet Chemical Containers?
- ☐ Hoses and fittings?
- ☐ Auxiliary Pressure Containers?

Comments *** Next service due on or before 06/01/2016 ***

I state that the information on this form is correct at the time and place of my inspection, and that all equipment was tested in conformance with applicable codes or the manufacture's requirements and at this time was left in operational condition upon completion of this inspection except as noted within comments.

Owner/Authorized Agent Jimmy Kwan Date Dec 02, 2015

Notes

- No Audible device detected. Recommend installing a Bell or monitored Alarm.
- No hood cleaning service tag, or service past due.
- Damaged Baffle in Canopy, recommend immediate replacement.
- Lights in canopy did not shut off when service tripped. Electrical Failure.
- K-Class to high recommend lowering to below 48".
- No Separation between Deep fryer and counter & Deep Fryer and Griddle.
- Client warned about keeping obstruction in front or around Fire Extinguishers.
- Recommend replacing control head.



Grease Ducks Ltd.
 200 - 100 Park Royal
 West Vancouver, BC V7T 1A2



PAID
12/28/2015

Bill To:



City Fire Preventions Services Ltd.
 c/o: Brian Renaud
 121 - 13045 84th Ave.
 Surrey, BC V3W 1B3

Invoice

Date	Invoice No.
12/03/2015	51937

P.O. No.		Rep	Terms	Due Date	Service Report
Verbal		AC	Due on Completion	12/03/2015	8402057
Qty	Rate	Item	Description	Serviced	Amount
1	225.00	1005017	Ho Ho Yummy Food - 1224 Davie St. Service: Semi Annual Kitchen Suppression System Service	12/02/2015	225.00
6	-100.00	999903	Service Discount - Sub-Contractor Agreement		-100.00
	15.00	1002001	400 Degree Fusible Link Detectors		90.00
	-30.00	999903	Service Discount - Sub-Contractor Agreement		-30.00
	5.00%		*** Next service due on or before 06/01/2016 *** GST on sales		9.25
Thank-you for your business. We appreciate it very much.				Subtotal:	\$185.00
				Total:	\$194.25
				Less Deposit:	-\$194.25
				Balance Due:	\$0.00
GST No. 835044512					

----- Cut along dotted line and return if paying by credit card -----

Credit Card Authorization Form		Invoice Number	51937	Invoice Total	\$194.25
Name: (As it appears on credit card)					
Credit Card Number					
Expiration Date (MM/YYYY)		CSV Number			
Authorized Signature					
 		<i>I authorize Grease Ducks Ltd., to charge my credit card for the amount specified on this invoice.</i>			

200-100 Park Royal South, West Vancouver BC V7T 1A2
 Tel: (604) 628-8881 Fax (604) 628-8882 Toll Free 1-800-464-0887