

Intuit Attn: Disputes

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

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

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

DISPUTE NOTIFICATION

Dispute Type:

FIRST CHARGEBACK

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	Credit Card Number:	452085XXXXXX8236
Card Product Type:	Visa Gold	Transaction Amount:	194.25
Batch Date (mm/dd/yyyy):		Transaction Date (mm/dd/yyyy):	12/21/2015
Invoice Number:		Alternate Amount:	194.25
Merchant Xref:	80408639	Transaction Method:	Mail/Telephone Order
Reference Number:	74514205356004026309857	POS Entry:	1 / Hand Keyed
Airline Ticket Number:		MCC:	8999
Custom Data:			

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).

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Mississauga, Ontario L4W 5A4
CAN

DISPUTE RESPONSE

Date (mm/dd/yyyy): _____

Responses must be received by
04/06/2016 (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 <input type="checkbox"/>	Debit <input type="checkbox"/>	Credit <input type="checkbox"/>

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
Owner/Auth Jimmy Kwan
Address 1224 Davie St.
City Vancouver
Province BC
Postal Code V6E 1N3
Phone (604) 688-9896
Date of Service Dec 02, 2015 Time 14:30h
Service Technician Alex Collins

Wet Chemical Dry Chemical Hydro Date 12/02/2015
Manufacturer Range Guard
Model RG-6G Serial No.
Fusible Link 400 degree x 6 Fusible Link
Fusible Link Other
 Fuel Shut off Electric Gas
Size
Cylinder Master size 6G
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, "✗" 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?
NA Chemical cylinder pressure-175PSI/KPA?
NA Expellant gas cartridge
NA (a) Pressure (nitrogen) - 2700 PSI
NA (b) Weight (carbon dioxide) – LBS/KGS?
NA 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?
NA Check travel of cable nuts/S-hooks?

✓ Filters are listed and in proper position?
✓ Proper clearance from flame to filters?
NA 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?
NA 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

NA Dry Chemical Containers?
✓ Wet Chemical Containers?
NA Hoses and fittings?
NA 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 manufacturer'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
Tel: (604) 628-8881
Fax: (604) 628-8882
service@greaseducks.com
www.greaseducks.com

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



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		
GST No. 835044512					Balance Due:	\$0.00		

----- 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					
<input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <p>I authorize Grease Ducks Ltd., to charge my credit card for the amount specified on this invoice.</p>					

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