

Español

Yo, Eric Garcia Ordoñez con número de tarjeta 554001***3019, después de revisar la documentación recibida certifico no estar de acuerdo con las operaciones detalladas a continuación, por los siguientes motivos:**

Coinciden mis datos en la documentación enviada por el comercio, pero no he autorizado ni he participado en dicha transacción. No hay una orden firmada por mi parte.

Autoricé una operación al comercio, pero la transacción disputada no ha sido autorizada por mi persona.

Además, declaro que la tarjeta siempre ha estado en mi poder.

Gracias de antemano y saludos,

English

I, Eric Garcia Ordoñez as a cardholder of account number 554001***3019, after reviewing the documentation received, hereby certify that I do not agree with below listed transactions due to the following reasons:**

My data in the documentation sent by trade is correct, but I have neither authorized nor participated in the transactions. There is no signed order for my part.

I have authorized the merchant to charge my card an operation, but the disputed charge was not authorized by me.

Fecha de la transacción Nombre comercio Importe **Transaction date**
Merchant Name Amount € 11/03/2024 899466156 - EMMA APP MARKETING
 326,70

(Rogamos que, debido a que se trata de una operación Internacional y dentro de sus posibilidades, realice la descripción del caso en inglés. Gracias)

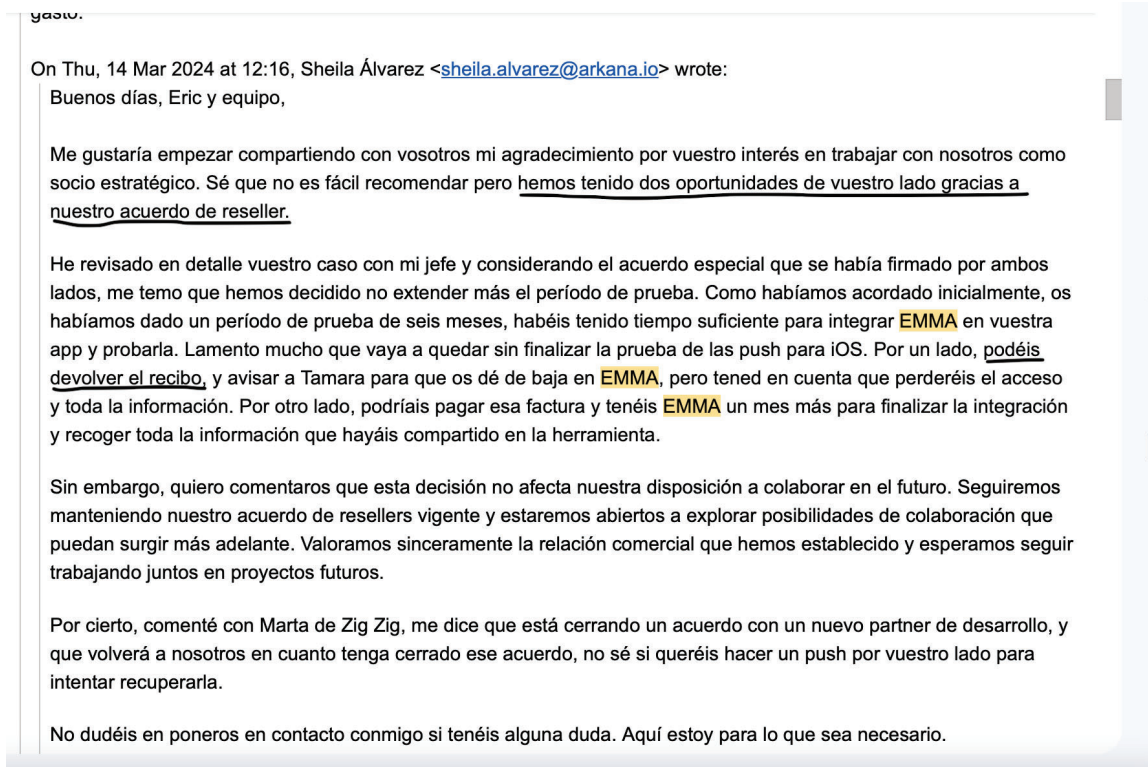
Descripción del caso:

1. It was accepted to test their services but it was never fully used because it did not work 100% as seen in their report. Once the trial period was over, we asked to extend it because we had not been able to test it completely, but they did not want to. I attach a screenshot of the report sent by them where you can see that there is nothing in communications so it does not work properly.



2. As they did not accept to extend the trial period, we requested a refund from their website as stated in their terms. The steps were followed but they never contacted us to process the cancellation through this channel.
3. They say that they did not have any referrals from us, but the screenshot below shows that thanks to our recommendation they had two opportunities.

4. On the other hand, in the same screenshot but below, it states that we can return the receipt.



5. For all these reasons, we are requesting Emma crediting of the charge.

Firma del titular/ **Cardholder's signature**

 Firmado digitalmente por
45649249E ERIC GARCIA (R:
B66761230)
Fecha: 2024.04.15 07:49:02
+02'00'

Fecha/Date: 12/04/2024