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MR MASAASI TAKASHIMA  
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Royal Quarter  
Seven Kings Way  
Kingston upon Thames Sur KT25BG  
UNITED KINGDOM

American Express Services Europe Limited  
Department 70,  
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Brighton, BN88 1NH  
United Kingdom  
Tel : 0845 6042638  
Fax: 01273 341701  
americanexpress.co.uk/my account  
26 September 2023

Our Reference Number: D-47626273  
Transaction Amount: GBP 4032.00

Merchant Name: ASPECT CO UK CHESSINGTON LO  
Transaction Date: 28 June 2023

Dear MR MASAASI TAKASHIMA

We are writing to update you on the status of your enquiry regarding the transaction from ASPECT CO UK CHESSINGTON LO.

Here's what happened: We have reviewed the information provided by you. The merchant has already detailed over email dated 14 JULY 2023 that the 893.87 GBP amount is nonrefundable for the goods already delivered. The information you sent is not sufficient for us to validate your reason for re-disputing the charge. Therefore, we are unable to contact the merchant again on your behalf. As a result, we have closed our investigation and the amount previously under review/ credited has been reapplied to your account balance. You will see this on your forthcoming statement.

Here's what to expect: We suggest you work directly with the merchant to resolve this matter. If you wish to re-open this investigation, request you to provide us with the Return proof and the date with tracking number for the goods that have been received.

Keep in Mind: American Express acts solely as a billing agent and only the merchant can issue a credit to your account. We appreciate your understanding in this matter.

Login to our website to view your recent charges and payment history. You may also access "Your Disputes" by visiting: [www.americanexpress.com/ManageMyDisputes](http://www.americanexpress.com/ManageMyDisputes). We're here to help: Have questions? Just log into your account online to chat with us ? we're here for you 24/7.

Ready to go paperless? Receive messages like this to your email by changing your preferences online under Account Management - Alerts & Preferences.

Thank you for your Cardmembership.

Yours sincerely,

American Express Customer Care

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