



WD 01 003762 48722H 7 A**SNGLP



MR MASAAKI TAKASHIMA
Flat 15 Earlsfield House
Royal Quarter
Seven Kings Way
Kingston upon Thames Sur KT25BG
UNITED KINGDOM

American Express Services Europe Limited
Department 70,
1 John Street,
Brighton, BN88 1NH
United Kingdom
Tel : 0845 6042638
Fax: 01273 341701
americanexpress.co.uk/my account
20 October 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 MASAAKI TAKASHIMA

We're writing regarding your recent enquiry about the transaction from ASPECT CO UK CHESSINGTON LO.

Here's what happened: We have enclosed a copy of the merchant documentation for your reference as per your request.

Here's what to expect: As a result, we have closed our investigation and the amount previously under review has been reapplied to your account balance. You will see the change reflected on an upcoming billing statement.

Keep in Mind: We value your relationship with American Express and assure you of our best services at all times.

Login to our website to view your recent charges and payment history. You may also access "Your Disputes" by visiting: 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

003762 1/5

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Chargeback Evidence

Case number: D-47626273
Reference number: P61NFS60230JFG00000020E
Chargeback Reason Code: 4554

To whom it may concern:

The chargeback for £4,032.00 GBP received on 20 July 2023 05:04:11 UTC for the charge authorized on 28 June 2023 09:24:24 UTC is invalid because:

The customer received the product or service.

Please review the document below that outlines the following:

- **Order Details:** merchant details and payment details

Please see our Appendix for the following supporting documents:

- [1] Service Documentation



Order Details

Merchant Details

Name:	aspect.co.uk
Website:	www.aspect.co.uk
Location:	Chessington, Surrey, GB
Business Description:	ASPECT MAINTENANCE SERVICES LIMITED

Payment Details

Transaction Amount:	£4,032.00 GBP
Transaction Date:	28 June 2023 09:24:24 UTC
Transaction Type:	Purchase
Authorization Code:	199276
Acct Number (last 4):	1000
AVS Code:	M
AVS Street Address Check:	Pass
AVS Zip Code Check:	Pass

Customer Details

Name:	MR M TAKASHIMA
Email Address:	masaaki.takashima@outlook.com
Billing Address:	Flat 15 Earlsfield House Kingston upon Thames, Surrey, KT2 5BG, GB

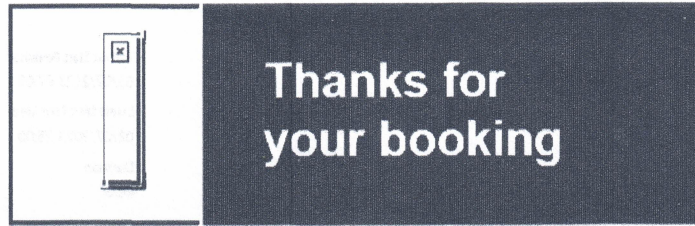
Product Description

Plumbing & Cold Water

Service Details

Additional service documentation may be found in Appendix [1].

Booking Confirmation email sent to Case number: D-47626273, Attachment: 1



Hi Masaaki,

Thank you for choosing Aspect. Have we got everything straight? Please check the booking details below and let us know if anything needs to change.

Please note that waste removal is not included with our prices unless stated in your booking details. If you require waste removal, we're able to provide a fixed price waste removal service which can be arranged directly through one of our trades people.

Job number J:145306
 Service appointment number SA-303794
 Account number A107322

PROPERTY ADDRESS	ORDER DETAILS
England KT2 5BG GB	Trade: Plumbing & Cold Water Date: 05/07/2023 Arrival: 7.00 AM - 11.00 PM Total charge: GBP 8,064.00 Deposit received: GBP 4,032.00

JOB DETAILS

- To apply protective sheeting to the working area.
- To isolate supplies in preparation of works.
- To decommission and remove the existing appliance, any waste is to be placed neatly in an agreed location with the client.
- To adjust pipework to suit new installation.
- To supply and install 1no.() appliance to existing location To connect & test supplies to the new installation.
- To provide the client with manufacturers instructions & any warranty registration cards provided with the product.
- To leave the site clean and tidy.
- To attend the site to remove, and replace the old shower tray/enclosure, tiles /shower valve and new basin including the tap
- After removing the tray and tiles investigated a leak under the shower tray mentioned by the customer
- The working area is to be prepared and covered by dust sheets
- To finish the job in high quality and to leave the place tidy and clean

003762 3/5

Job Requested and Operative N Case number: D-47626273, Attachment: 1

Request

Work Type

Bathroom Suite / Sanitaryware Installation

Scheduled Trade

Plumbing & Cold Water

Scope of Works

To apply protective sheeting to the working area.
 To isolate supplies in preparation of works.
 To decommission and remove the existing appliance, any waste is to be placed neatly in an agreed location with the client.
 To adjust pipework to suit new installation.
 To supply and install (Inc.) appliance to existing location To connect & test supplies to the new installation.
 To provide the client with manufacturers instructions & any warranty registration cards provided with the product.
 To leave the site clean and tidy.

Earliest Start Permitted

05/07/2023 07:00

Earliest Stop Permitted

08/07/2023 23:00

Duration

48:00

Scope of Works 2

To

Attend the site to remove, and replace the old shower tray/enclosure /tiles /shower valve and new basin including the tap

After removing the tray and tiles investigate a leak under the shower tray mentioned by the customer

The working area is to be prepared and covered by dust sheets

To finish the job in high quality and to leave the place tidy and clean

Scope of Works 3

Description

Due Date

10/07/2023 21:00

Created By

W/ [redacted] aran, 28/06/2023 12:49

Access Details

Attendance

Scheduled Start

05/07/2023 13:21

Appointment Number

SA-303794

Actual Start

05/07/2023 13:21

Count of Assigned Resources

1

Attendance Report for Customer

Couldn't carry on any works as customer has changed their minds

And suspended the job

Gantt Color

=ced5df

Scheduled End

05/07/2023 18:25

Allocated Engineer

Ndi [redacted] ji (WD6)

Actual End

05/07/2023 13:25

Attendance Notes for Office

Action Required

Expected Arrival Time

13:21:00

Case number: D-47626273, Attachment: 1

Service photos



003762 4/5

05.8302	0.00
05.8375	0.00

05.8302	0.00	0.00
05.8375	0.00	0.00
05.8302	0.00	0.00
05.8375	0.00	0.00



Case number: D-47626273, Attachment: 1

Payment Terms and Conditions

Link to full terms: <https://www.aspect.co.uk/terms-and-conditions/>

Payment terms:

4. Payment and Title

4.1 Non-Account Customers: Payment by the Customer is due on completion of the Works. Payment must be made on such completion.