



## Dispute Reversal Request

### Merchant Description

- **The disputed transaction is for Google Play.** Google Play is an online store that enables users of the Android mobile operating system to discover and pay for high-quality apps, games, books, and more. Google Play also enables users to track purchases, manage subscriptions, and access customer support services in relation to the service and/or their payments. Google Play users can request a refund following the instructions at this webpage (<https://support.google.com/googleplay/workflow/9813244>). Google also has this website (<https://payments.google.com/payments/u/0/unauthorizedtransactions#>) where users can report unauthorized purchases they believe to be fraudulent, and request a refund.

#### Dispute Information

**Acquirer Reference Number:** 02682635281910035010150  
**Merchant Order Number:** M3851980155021038  
**Chargeback Date:** October 13, 2025  
**Disputed Amount:** SAR 21.99

### Case Summary

- This purchase was initiated from the cardholder's Google Account using a recognized account, mobile device, and credit card. Authentication is required for digital content purchases.
- The Cardholder bought digital content from the Google Play Store (<https://play.google.com>). Digital content includes mobile games, apps, in-app purchases (e.g. virtual currency), and digital media. The order was delivered electronically.
- The customer was charged on October 7, 2025 16:41:29 PDT for the subscription renewal of the original purchase ordered on August 19, 2025. If a customer purchases an auto-recurring periodic subscription (whether monthly, annual or another period) to Content, they may cancel that subscription at any time before the end of the applicable billing cycle, and the cancellation will apply to the next period.
- Google does not believe the purchase was fraud and is requesting a reversal based on the compelling evidence provided below.

#### Order Information

**Item Ordered:** All Access Pass - 1 Week (Smule:  
 Karaoke, Sing & Record)  
**Merchant:** Smule, Inc.  
**Order Date:** October 7, 2025 16:41:29 PDT  
**Order Amount:** SAR 21.99

#### Device Overview

### Authorization & Transaction Information

The table below shows that the user successfully authorized an amount greater than or equal to the transaction amount.

#### Authorization Information

**Authorization Date:** October 7, 2025  
**Authorization Amount:** SAR 21.99  
**Authorization Response:** Success

#### Transaction Information

**Order Date:** October 7, 2025 16:41:29 PDT  
**Order Amount:** SAR 21.99

**Account Overview**  
Name: MOHAMMAD AKHTAR  
Primary Email Address: mk2793391@gmail.com  
Payment Instrument: MASTERCARD .... 9285

**Account Setup**  
Google Account Creation: July 31, 2025  
Payment Instrument Added: October 3, 2025  
Recent Successful Login: October 7, 2025

**Below is a list of the evidence submitted supporting our case:**

- Copy of Order Receipt
- Purchase History
- Google Play Purchase Controls
- Proof of Acceptance of Terms of Service
- Terms of Service

### Copy of Original Order Receipt



Thank you.

You've made a purchase from Smule, Inc. on Google Play.

Order number: GPA.3389-5606-9686-14871  
Order date: August 19, 2025

Item	Price
All Access Pass - 1 Week (Smule: Karaoke, Sing & Record)	SAR 0.00

Questions? Visit [Google Play](#).



All your entertainment in one place, available anywhere. [Learn more](#)

See your Google Play [Order History](#).  
View the Google Play [Refund Policy](#) and the [Terms of Service](#).

Need help? Visit the [Google Play help center](#).  
To learn more about Google Payments, visit the [Google Payments help center](#).  
Please do not reply to this message.  
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### Copy Of Renewal Receipt



Thank you.

You've made a purchase from Smule, Inc. on Google Play.

Order number: GPA.3389-5606-9686-14871..  
Order date: October 7, 2025

Item	Price
All Access Pass - 1 Week (Smule: Karaoke, Sing & Record)	SAR 21.99
Payment method:	MASTERCARD-9285

Questions? Visit [Google Play](#).



**Google Play**

All your entertainment in one place, available anywhere. [Learn more](#)

See your Google Play [Order History](#).

View the Google Play [Refund Policy](#) and the [Terms of Service](#).

Need help? Visit the [Google Play help center](#).

To learn more about Google Payments, visit the [Google Payments help center](#).

Please do not reply to this message.

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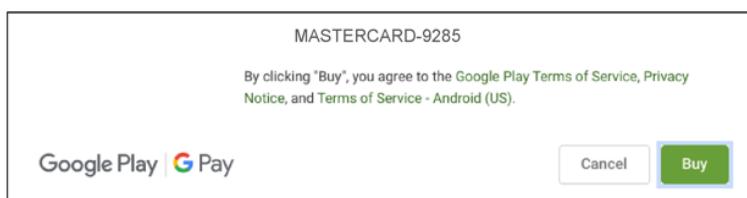
## Google Play Purchase Controls

Multiple authentication options exist to prevent accidental or unwanted purchases, including additional parental controls. Purchase authentication is turned on by default. Customers have agreed to assume responsibility for all charges. For additional information, please visit <https://goo.gl/HTuFlI>.

If the Cardholder still doesn't recognize the transaction, the Cardholder should check with family and friends to see if they made the purchase that resulted in these charges.

## Proof of Acceptance of Terms of Service

Please see below where the customer accepted the Google Play Terms of Service:



## Terms of Service

**All Sales Final.** See Google Play's [Refund Policy](#) for more information about your rights to withdraw, cancel, or return purchases for a refund (<https://support.google.com/googleplay/answer/2479637?hl=en>).

If the Cardholder wants to cancel an auto-renewal subscription fee, visit <https://goo.gl/Mk6wxy> for more information.

For more information on Google Play's Terms of service visit <https://goo.gl/u79cgS>.