

1
2
3
4
5 Hi, I would like assistance with processing chargeback requests for multiple transactions since November 3rd, 2022 from the merchant listed as "GOOGLE *PROXIMA BETA" (571 transactions totaling \$20,664.00).

6
7 The chargeback is with regards to online in-app purchases made through Google Play Store for the game "NIKKE: Goddess of Victory" from the publisher "Level Infinite" (listed in transactions as "PROXIMA BETA"). Due to numerous issues and violations of the game's official Terms of Service (see attached "3-Nikke Terms of Service.pdf"), I sent an email request to Google Play Support on Dec 15th, 2022 (see "5-Email with Google Play Support.pdf") requesting assistance with processing a refund of all transactions with the merchant, as allowed for by Section 10 of the game's TOS (see "4-Nikke Terms of Service Section 10 on Refunds.png"). After multiple back-forth emails with Google Play Support, I was told to reach out to Nikke Support directly for processing of the refund (despite sharing evidence from other players that only the app store themselves have the capability to issue refunds, see "6-Email with Nikke Support - Other Player Android.png" and "7-Email with Nikke Support - Other Player Apple.png"). I proceeded to email Nikke customer support whose reply confirmed my eligibility for a refund but also, like the other emails, indicated that only Google Play could process the refund as they were the app store handling the transaction (see "8-Email With Nikke Support 1.pdf" and "9-Email With Nikke Support 2.pdf"). Upon receiving this response from Nikke Support, I continued trying to reach out to Google Play Support requesting a follow up but was continually ignored, with my last contact attempt happening on Jan 4th 2023 (see "5-Email with Google Play Support.pdf").

8
9 Given Google Play Support's refusal to process the refund (as the payment processor) despite the refund request being acknowledged as eligible by Nikke Support (as the merchant), the only option I have is to escalate this as a chargeback request with Chase Bank (as the payment provider). Please help assist me in processing these chargeback requests. To assist you with the process, I have the full list of transactions attached as "2-Chase Transactions with PROXIMA BETA.CSV".

10
11 To clarify, all transactions were for the purchase of in-game "gem currency", which were received immediately on the day of the transaction completion. These "gem currency", however, did not perform as per specification due to the numerous issues listed in the "20-Refund Reasons.txt.pdf" document. As per the game's TOS, these purchases are therefore eligible for refund, which Google refused to provide despite permission from Nikke customer support. In this case, "Proxima Beta"/"Level Infinite"/"Nikke Support" are the service providers, while "Google"/"Google Play Support" are the payment processor.

12
13 If a dispute case has been closed in the merchant's favor relating to this, I kindly request that it be re-opened and re-processed, especially given the compelling amount of evidence as well as the fact that previous cases of identical nature have already been closed in my favour.

14
15 Thank you,

16
17 ~Philip Peng