



Chris Psaila <chris@marcomarco.net>

[URGENT] Your Shopify Payments Account - Documents Required

22 messages

Kevin <support@shopify.com> Sun, Jan 29, 2017 at 10:05 AM Reply-To: support@shopify.com
To: chris <chris@marcomarco.net>

A Support Ticket has been created on your behalf. For reference the ticket number **5043152** has been assigned. To add additional comments you can just reply to this email.

Kevin (Shopify)

Hi Chris,

We're reaching out to you regarding a recent chargeback received on your account,
<https://marcomarcounderwear.myshopify.com/admin/orders/4650261837>

We're currently working with our payment gateway provider to better understand this chargeback. As this appears to be a repeat customer, we're looking for your help so we can assist with the dispute. Would you be able to provide the following:

- All communication with the customer going as far back as possible, including emails, text messages and records of phone calls

- Sketches of designs the customer requested/purchased, receipts for materials and proof of labor

- Images of the final product

- The customer's agreement to your terms of service

- Delivery or tracking information

Finally, as you've noticed we've placed a temporary transfer hold on your account. This hold has no impact on your clients and their checkout experience as they'll still be able to complete their purchases. Once we can provide this additional information to our payment gateway partner, we'll be able to lift the hold.

If you have any questions, please let me know and I'd be happy to help.

Best,

Kevin

Risk Analyst | [Shopify](#)

[NYM94L-QV99]

Chris Psaila <chris@marcomarco.net> Sun, Jan 29, 2017 at 10:09 AM To: support@shopify.com

Hi Kevin, yes I will gather all of this information and have it sent to you by tomorrow. This is a repeat customer. The chargeback amount has already been held out of the payouts. Do they need to remain on hold? I can't do business at all without the daily payouts.

Chris

Sent from my iPhone

[Quoted text hidden]

Kevin <support@shopify.com> Mon, Jan 30, 2017 at 7:25 AM Reply-To: support@shopify.com
To: chris <chris@marcomarco.net>

Kevin (Shopify)

Hi Chris,

We totally understand. Once we hear back from you with the documents, we'll pass the information along to our partners to continue the review and lift the hold.

To add to our previous message, have you attempted to reach out to the customer since you received the chargeback? If so, please keep all records.

Best,

Kevin

Risk Analyst | [Shopify](#)

Your ticket ID is **5043152**.

On Jan 01 13:10 EDT, chris wrote:

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On Jan 29, 2017, at 10:05 AM, Kevin \<support@shopify.com\> wrote:

On Jan 01 13:05 EDT, Kevin wrote:

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Risk Analyst | [Shopify](<https://docs.shopify.com/support>)

[NYM94L-QV99]

Chris Psaila <chris@marcomarco.net> Mon, Jan 30, 2017 at 10:24 AM To: Shopify Pixels <support@shopify.com>

Hi Kevin,

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[s https://tamaratattles.com/2015/12/23/real-housewives-of-beverly-hills-recap-pony-shows-and-marital-woes/](https://tamaratattles.com/2015/12/23/real-housewives-of-beverly-hills-recap-pony-shows-and-marital-woes/)

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We charged the client 4500.00 on Nov 30th which is the chargeback in dispute. Then because we had to rush to complete the look we processed the balance on Dec. 1st in the amount of 5,000. Upon charging the clients card for the balance she called us and had discrepancies in the pricing, even though this has been the process and pricing on all outfits for the last 3 years. Because the client had an issue with the price I immediately refunded the 5,000 that was processed that day back to the client until we could discuss further and come to a resolution. I reached out to the client after this happened and asked her to come in so we could discuss and figure this out. She became irate and asked for backup of all projects we had done with her over the last 3 years. When she came in to our meeting I presented her with a stack of invoices covering all projects we had done for her. She refused to take the outfit we had recently completed and did not wish to move forward. Typically at that point in our process we would fit the outfit on her and make any adjustments needed. Any time we do a custom outfit for her we schedule 2-3 fitting appointments.(I have included text correspondences below documenting fitting scheduling with her assistant *fitting text 1-5)

We have not since corresponded with the client. On January 10th we had 15 members of the Secret Service come to our studio with a warrant on behalf of American Express. They took all documentation of these transactions as well as our cell phones, computers and ipad's where we run our POS purchases. Apparently the secret service came because the client is high profile and her husband is as well. The case agent said that the client was disputing charges and that they would be doing an investigation in to these disputes. I have pulled the case file with our attorney and neither myself nor the company is named on the case however until they complete their investigation I do not have the text message approval of garment, or illustrations of garment because they were on our company computer. I do have some things requested and have put calls in to our cell phone provider to attempt to pull text messages, calls in to our vendors to reprint receipt backup for materials etc.

The case agents name is Kenneth Henderson and has said he can be reached out to with questions as well. His number is 213-905-0812 and his email is Kenneth.Henderson@usss.dhs.gov

I have also attached images of the garment ordered up to near completion. (Completed look 1-3) You can see on the garment the crystal detailing that was started and done by hand. This outfit upon actual completion would be entirely covered with these crystals. However, the process was stopped when the client said to not move forward anymore.

You will also see attached 4 files containing time log information for employees. The employees that worked on this project from the days on NOV. 30 through Dec 7TH are [REDACTED] they are the employees that constructed, patterned and sewed the garment. [REDACTED] did the embellishments. [REDACTED] and you will see the invoices for his time attached as well.

I will be sending you another email shortly with receipts of materials purchased as soon as these companies can reprint and send. I am also hoping we are able to pull the text message approval with the client from ATT.

Like I said in my previous email. With our daily payouts being held we are not able to conduct business at all. We do not have funds to cover even shipping to our customers who purchase from our site without these payouts. We had to give everyone the day off today because of this occurance so whatever we can do to get the hold lifted would be greatly appreciated.

Thanks,
Chris Psaila

[Quoted text hidden]

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Chris Psaila

Marco Marco

www.marcomarco.net

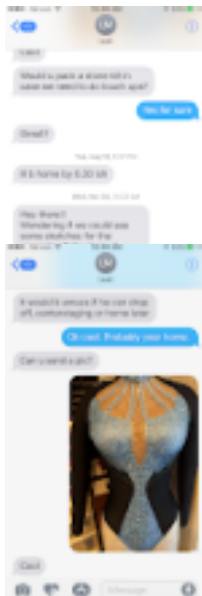
www.marcomarcounderwear.com

O: 323.462.2304

M: 310.499.3400



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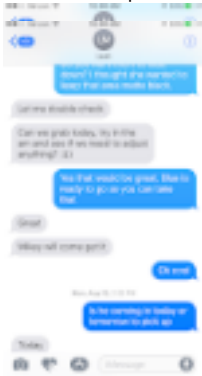
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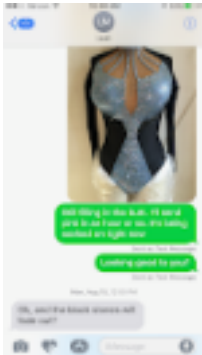
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fitting text 4.PNG
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fitting text 5.PNG
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completed look
3.JPG 459K



completed look 1.JPG
368K

completed look 2.JPG
396K



pas temp worker invoice 1.pdf
8K



time log 11-16 thru 11-30.xls
2K



time log 12-1 thru 12-15.xls
2K



PAS temp worker invoice.pdf
8K

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Hi Kevin,

I understand this is a lot of information so if you would like to discuss on the phone I'm happy to do that today. Hoping for a response today so we can get this moving. Thanks for all your help.

Chris
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Chris Psaila <chris@marcomarco.net> Mon, Jan 30, 2017 at 3:04 PM To: Shopify Pixels <support@shopify.com>

Hi Kevin,
I'm concerned that I haven't received any feedback or response from you today. Can you please help me with an update? Or an acknowledgement this is in the right direction?

Thanks,
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Kevin <support@shopify.com> Tue, Jan 31, 2017 at 7:47 AM Reply-To: support@shopify.com
To: chris <chris@marcomarco.net>

Kevin (Shopify)

Hi Chris,

We regret the delay in responding and greatly appreciate the detailed response you've provided.

This is definitely in the right direction. We've lifted the temporary hold from your account. We've also provided your email and all attachments to our payment gateway partner who is handling this matter with Amex.

A few additional questions for you:

Were your cell phones, computers and iPads returned? If not, any expectations when they would be? And have you had further communication with Mr. Henderson?

Do you have any details regarding earlier previous orders with this client? Or are they all on the computers that were taken?

Can you forward the case number and related documents?

If you find additional information to support your dispute, please forward them to me directly. Should

you have further questions or concerns, please don't hesitate to reach out to us. Best,

Kevin

Your ticket ID is **5043152**.

On Jan 01 18:06 EDT, chris wrote:

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MarcoSquared, LLC Mail - [URGENT] Your Shopify Payments Account - Documents Required 7/13/23, 5:35 PM

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MarcoSquared, LLC Mail - [URGENT] Your Shopify Payments Account - Documents Required 7/13/23, 5:35 PM

I have also attached images of the garment ordered up to near completion. (Completed look 1-3) You can see on the garment the crystal detailing that was started and done by hand. This outfit upon actual completion would be entirely covered with these crystals. However, the process was stopped when the client said to not move forward anymore.

You will also see attached 4 files containing time log information for employees. The employees that worked on this project from the days on NOV. 30 through Dec 7TH are Howie Bischoff, Reina Alirez, they are the employees that constructed, patterned and sewed the garment. Danny Godoy and Daniel Henson did the embellishments. Daniel Henson is a temp worker through Palo Alto staffing and you will see the invoices for his time attached as well.

I will be sending you another email shortly with receipts of materials purchased as soon as these companies can reprint and send. I am also hoping we are able to pull the text message approval with the client from ATT.

Like I said in my previous email. With our daily payouts being held we are not able to conduct business at all. We do not have funds to cover even shipping to our customers who purchase from our site without these payouts. We had to give everyone the day off today because of this occurrence so whatever we can do to get the hold lifted would be greatly appreciated.

Thanks,

Chris Psaila

--

On Jan 01 10:25 EDT, Kevin wrote:

Hi Chris,

We totally understand. Once we hear back from you with the documents, we'll pass the information along to our partners to continue the review and lift the hold.

To add to our previous message, have you attempted to reach out to the customer since you received the chargeback? If so, please keep all records.

Best,

Kevin

Risk Analyst | [Shopify](https://docs.shopify.com/support)

On Jan 01 13:10 EDT, chris wrote:

Hi Kevin, yes I will gather all of this information and have it sent to you by tomorrow. This is a repeat customer.

The chargeback amount has already been held out of the payouts. Do they need to remain on hold? I can't do business at all without the daily payouts.

Chris

Sent from my iPhone

On Jan 29, 2017, at 10:05 AM, Kevin \<support@shopify.com\> wrote:

On Jan 01 13:05 EDT, Kevin wrote:

Hi Chris,

We're reaching out to you regarding a recent chargeback received on your account, <https://marcomarcounderwear.myshopify.com/admin/orders/4650261837>

We're currently working with our payment gateway provider to better understand this chargeback.

<https://mail.google.com/mail/u/1/?ik=2b1ed5103c&view=pt&search=...simpl=msg-f:1559243005730277111&simpl=msg-f:1559324910210731216> Page 14 of 26
MarcoSquared, LLC Mail - [URGENT] Your Shopify Payments Account - Documents Required 7/13/23, 5:35 PM

As this appears to be a repeat customer, we're looking for your help so we can assist with the dispute. Would you be able to provide the following:

- All communication with the customer going as far back as possible, including emails, text messages and records of phone calls
- Sketches of designs the customer requested/purchased, receipts for materials and proof of labor - Images of the final product
- The customer's agreement to your terms of service
- Delivery or tracking information

Finally, as you've noticed we've placed a temporary transfer hold on your account. This hold has no impact on your clients and their checkout experience as they'll still be able to complete their purchases. Once we can provide this additional information to our payment gateway partner, we'll be able to lift the hold.

If you have any questions, please let me know and I'd be happy to help.

Best,

Kevin

Risk Analyst | [Shopify](https://docs.shopify.com/support)

[NYM94L-QV99]

Chris Psaila <chris@marcomarco.net> Tue, Jan 31, 2017 at 11:33 AM To: Shopify Pixels <support@shopify.com>

Thank you so much Kevin for helping me with that. I'm still waiting on materials receipts but will forward them as soon as I have them.

Yes, that is correct. All of the our computers, phones etc were taken. I have been going back and forth with our Case agent Kenneth and he has assured me that they are rushing through them as quickly as possible. I would expect to have them back within the next 2 weeks.

In regards to previous projects we have done with this client what information are you wanting? I can pull all of the invoices for the last 3 years but it's quite a bit to send through email. Perhaps mailing or getting it all in to a dropbox would help?

I have attached the first page of the warrant so you have the case number. Please let me know if you need the full document as well.

[Quoted text hidden]

[Quoted text hidden]



case number.JPG
2144K

Kevin <support@shopify.com> Wed, Feb 1, 2017 at 6:58 AM Reply-To: support@shopify.com
To: chris <chris@marcomarco.net>

Kevin (Shopify)

https://mail.google.com/mail/u/1/?ik=2b1ed5103c&view=pt&search=...simpl=msg-f:1559243005730277111&simpl=msg-f:1559324910210731216 Page 15 of 26
MarcoSquared, LLC Mail - [URGENT] Your Shopify Payments Account - Documents Required 7/13/23, 5:35 PM

Thanks Chris,

I've just provided the warrant to our payment gateway partner. As mentioned before, we're in the right direction.

A Dropbox with all the details may be a good solution. The invoices would be a good start. If you have emails from the client or her team -- especially those thanking you for your work -- that would also help. Plus, any photos of her wearing your products in public matched up with the order number.

Best,

Kevin

Your ticket ID is **5043152**.

On Jan 01 14:35 EDT, chris wrote:

Thank you so much Kevin for helping me with that. I'm still waiting on materials receipts but will forward them as soon as I have them.

Yes, that is correct. All of the our computers, phones etc were taken. I have been going back and forth with our Case agent Kenneth and he has assured me that they are rushing through them as quickly as possible. I would expect to have them back within the next 2 weeks.

In regards to previous projects we have done with this client what information are you wanting? I can pull all of the invoices for the last 3 years but it's quite a bit to send through email. Perhaps mailing or getting it all in to a dropbox would help?

I have attached the first page of the warrant so you have the case number. Please let me know if you need the full document as well.

--

On Jan 01 10:47 EDT, Kevin wrote:

Hi Chris,

We regret the delay in responding and greatly appreciate the detailed response you've provided.

This is definetely in the right direction. We've lifted the temporary hold from your account. We've also provided your email and all attachments to our payment gateway partner who is handling this matter with Amex.

A few additional questions for you:

- Were your cell phones, computers and iPads returned? If not, any expectations when they would be? And have you had further communication with Mr. Henderson?
- Do you have any details regarding earlier previous orders with this client? Or are they all on the computers that were taken?
- Can you forward the case number and related documents?

<https://mail.google.com/mail/u/1/?ik=2b1ed5103c&view=pt&search=...simpl=msg-f:1559243005730277111&simpl=msg-f:1559324910210731216> Page 16 of 26
MarcoSquared, LLC Mail - [URGENT] Your Shopify Payments Account - Documents Required 7/13/23, 5:35 PM

If you find additional information to support your dispute, please forward them to me directly.

Should you have further questions or concerns, please don't hesitate to reach out to us.

Best,

[Kevin](#)

[Quoted text hidden]

[Quoted text hidden]

[NYM94L-QV99]

Chris Psaila <chris@marcomarco.net> Wed, Feb 1, 2017 at 7:04 AM To: Shopify Pixels <support@shopify.com>

Thanks Kevin, I'll get this is together and send over.

Would you mind checking to see when our payouts will begin again? I had thought they would process again today.

Sent from my iPhone

support@shopify.com <support@shopify.com> Wed, Feb 1, 2017 at 7:05 AM Reply-To: support@shopify.com
To: chris <chris@marcomarco.net>

Thanks for your email! A Support Ticket has been created and is currently being reviewed by our staff.

For reference the ticket number **5067192** has been assigned. To add additional comments you can just reply to this email.

Thanks Kevin, I'll get this is together and send over.

Would you mind checking to see when our payouts will begin again? I had thought they would process again today. Sent from my iPhone

If you haven't met Kit yet, here's your chance! Kit can increase your sales by handling your social media and email marketing. To learn more, click here: https://apps.shopify.com/kit?utm_source=support&utm_medium=email&utm_content=gurusignature_09262016

[J9G9R7-L6LD]

Chris Psaila <chris@marcomarco.net> Wed, Feb 1, 2017 at 9:12 AM To: Shopify Pixels <support@shopify.com>

Hi Kevin,

I apologize for sending so many emails. Just want to get all the backup to you as it comes in. Attached is one of the backup receipts for Material purchases on this order.

[Quoted text hidden]

[Quoted text hidden]

com/mail/u/1/?ik=2b1ed5103c&view=pt&search=a...simpl=msg-f:1559243005730277111&simpl=msg-f:1559324910210731216 Page 17 of 26
MarcoSquared, LLC Mail - [URGENT] Your Shopify Payments Account - Documents Required 7/13/23, 5:35 PM



EJ Receipt.JPG
514K

Chris Psaila <chris@marcomarco.net> Tue, Feb 7, 2017 at 10:54 AM To: Shopify Pixels <support@shopify.com>

Hi Kevin,

I hope you're doing well. Just wanted to follow up and see if you had any update on this. I haven't heard from anyone on the amex side yet.

Chris

[Quoted text hidden]

[Quoted text hidden]

Kevin <support@shopify.com> Tue, Feb 7, 2017 at 4:00 PM Reply-To: support@shopify.com
To: chris <chris@marcomarco.net>

Kevin (Shopify)

Hi Chris,

Thanks for reaching out.

At this time there are no new developments. We've just contacted our payment gateway partner to see where the dispute stands with Amex. Once we have a response from our partner, we'll reach out to you immediately.

On your end, do you have an update regarding the Secret Service and their warrant? Have they returned your devices? Also, have you had the opportunity to create the Dropbox account with the invoices from the last 3 years?

As always if you have any questions or concerns, don't hesitate to contact us.

Best,

<https://mail.google.com/mail/u/1/?ik=2b1ed5103c&view=pt&search=...simpl=msg-f:1559243005730277111&simpl=msg-f:1559324910210731216> Page 18 of 26
MarcoSquared, LLC Mail - [URGENT] Your Shopify Payments Account - Documents Required 7/13/23, 5:35 PM

Kevin

Risk Analyst | [Shopify](#)

Your ticket ID is **5114303**.

On Feb 02 13:55 EDT, chris wrote:

[This is a follow-up to your previous request #5043152 "\[URGENT\] Your Shopify Payme..."](#)

Hi Kevin,

I hope you're doing well. Just wanted to follow up and see if you had any update on this. I haven't heard from anyone on the amex side yet.

Chris

[JDQ477-95L0]

Chris Psaila <chris@marcomarco.net> Tue, Feb 7, 2017 at 5:03 PM To: Shopify Pixels <support@shopify.com>

Hi Kevin,

Thanks so much for getting back to me. The last correspondence I had with the Case Agent was last Thursday. He said he was still rushing the team to get the computers back to me but didn't have a day yet. I have stressed to him as well how much this impacting my business so hopefully it's not much longer.

Below is a dropbox link where you can see a statement of invoices and payments for the last 3 years. I have also begun including the actual invoice copies. I have added invoices going back about 2 years but it became difficult pulling past that. If absolutely necessary I can get a quickbooks agent on it as well.

I have also included a couple of email correspondences between either myself or Marco the designer and the customers assistant. In these email you can see the transactions of us sending sketches and the client approving or replying with a "Love" This was all I could gather up right now as we wait for all of the other approvals via text. You will also see a couple of the illustrations that we provided for the client.

<https://www.dropbox.com/sh/y2lu65qabhwm22p/AADur1VGas3LUn3e6qpdmhcba?dl=0>

Hopefully we can get an update from the shopify partners soon. Having that money withheld is really hurting my cashflow and ability to pay my payroll.

Chris

[Quoted text hidden]

[Quoted text hidden]

Chris Psaila <chris@marcomarco.net> Tue, Feb 7, 2017 at 6:00 PM To: Shopify Pixels <support@shopify.com>

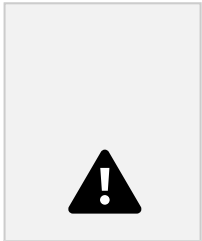
Hi Kevin,

Sorry for the multiple emails. Just want to make sure you have as much info as possible and I'm doing my best without having my computer. I was able to find some older tweets from the client thanking Marco for his work, as well as an event flier in Miami that they did together where they promoted the event. There is also video still of Marco fitting the client in one of her custom looks on the television program Extra.

Lastly, I found this video on the Bravo website of the client showing off her Marco Marco custom looks.

<http://www.bravotv.com/the-real-housewives-of-beverly-hills/blogs/erika-jayne-shows-off-her-latest-itsy-bitsy-costum>

e



en]

nts



JAYNE TWITTER.PNG



House nightclub miami flyer.JPG
127K

hOUSE nightclub miami twitter.PNG
313K



EJ + Marco tweet.PNG
367K



Marco and EJ on Extra TV.PNG
1988K

Kevin <support@shopify.com> Wed, Feb 8, 2017 at 1:00 PM Reply-To: support@shopify.com
To: chris <chris@marcomarco.net>

Kevin (Shopify)

Thanks Chris!

I'm going to address this with our partners shortly and I'll get back to you by the end of the week with an update.

Best,

Kevin

Risk Analyst | [Shopify](#)

Your ticket ID is **5114303**.

On Feb 02 21:02 EDT, chris wrote:

Hi Kevin,

Sorry for the multiple emails. Just want to make sure you have as much info as possible and I'm doing my best without having my computer. I was able to find some older tweets from the client thanking Marco for his work, as well as an event flier in Miami that they did together where they promoted the event. There is also video still of Marco fitting the client in one of her custom looks on the television program Extra.

Lastly, I found this video on the Bravo website of the client showing off her Marco Marco custom looks.

<http://www.bravotv.com/the-real-housewives-of-beverly-hills/blogs/erika-jayne-shows-off-her-latest-itsy-bitsy-costume>

Thanks

On Tue, Feb 7, 2017 at 5:03 PM, Chris Psaila \<chris@marcomarco.net> wrote:

> Hi Kevin,

>

> Thanks so much for getting back to me. The last correspondence I had with the Case Agent was last Thursday. He said he was still rushing the team to get the computers back to me but didn't have a day yet. I have stressed to him as well how much this impacting my business so hopefully it's not much longer.

>

> Below is a dropbox link where you can see a statement of invoices and payments for the last 3 years. I have also begun including the actual invoice copies. I have added invoices going back about 2 years but it became difficult pulling past that. If absolutely necessary I can get a quickbooks agent on it as well.

>

> I have also included a couple of email correspondences between either myself or Marco the designer and the customers assistant. In these email you can see the transactions of us sending sketches and the client approving or replying with a "Love" This was all I could gather up right now as we wait for all of the other approvals via text. You will also see a couple of the illustrations that we provided for the client.

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<https://www.dropbox.com/sh/y2lu65qabhwm22p/AADur1VGas3LUn3e6qpdmhcba?dl=0>

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> Hopefully we can get an update from the shopify partners soon. Having that money withheld is really hurting my cashflow and ability to pay my payroll.

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> Chris

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On Feb 02 20:05 EDT, chris wrote:

Hi Kevin,

Thanks so much for getting back to me. The last correspondence I had with the Case Agent was last Thursday. He said he was still rushing the team to get the computers back to me but didn't have a day yet. I have stressed to him as well how much this impacting my business so hopefully it's not much longer.

Below is a dropbox link where you can see a statement of invoices and payments for the last 3 years. I have also begun including the actual invoice copies. I have added invoices going back about 2 years but it became difficult pulling past that. If absolutely necessary I can get a quickbooks agent on it as well.

I have also included a couple of email correspondences between either myself or Marco the designer and the customers assistant. In these email you can see the transactions of us sending sketches and the client approving or replying with a "Love" This was all I could gather up right now as we wait for all of the other approvals via text. You will also see a couple of the illustrations that we provided for the client.

<https://www.dropbox.com/sh/y2lu65qabhwm22p/AADur1VGas3LUn3e6qpdmhcba?dl=0>

Hopefully we can get an update from the shopify partners soon. Having that money withheld is really hurting my cashflow and ability to pay my payroll.

Chris

--

On Feb 02 19:00 EDT, Kevin wrote:

Hi Chris,

Thanks for reaching out.

At this time there are no new developments. We've just contacted our payment gateway partner to see where the dispute stands with Amex. Once we have a response from our partner, we'll reach out to you immediately.

On your end, do you have an update regarding the Secret Service and their warrant? Have they returned your devices? Also, have you had the opportunity to create the Dropbox account with the invoices from the last 3 years?

As always if you have any questions or concerns, don't hesitate to contact us.

Best,

Kevin

On Feb 02 13:55 EDT, chris wrote:

This is a follow-up to your previous request #5043152 "[URGENT] Your Shopify Payme..."

<https://mail.google.com/mail/u/1/?ik=2b1ed5103c&view=pt&search=...simpl=msg-f:1559243005730277111&simpl=msg-f:1559324910210731216> Page 22 of 26
MarcoSquared, LLC Mail - [URGENT] Your Shopify Payments Account - Documents Required 7/13/23, 5:35 PM

Hi Kevin,

I hope you're doing well. Just wanted to follow up and see if you had any update on this. I haven't heard from anyone on the amex side yet.

Chris

[JDQ477-95L0]

Kevin <support@shopify.com> Thu, Feb 9, 2017 at 3:39 PM Reply-To: support@shopify.com
To: chris <chris@marcomarco.net>

Kevin (Shopify)

Hi Chris,

I wanted to provide you a quick update from our partners.

They have yet to hear back from Amex, but are following up to get a response and further clarify any questions they may have. That being said, I will push with our partners the hardship these delays are causing your business.

Our partners have also requested a high-resolution scan of the full warrant. Would you be able to forward the full document? Even if it's a photo of each page, we'll take that for now, but a scan would be preferable.

Looking forward to your response, and as always, don't hesitate to reach out to me with any questions or concerns.

Best,

Kevin

Risk Analyst | [Shopify](#)

Your ticket ID is **5114303**.

On Feb 02 16:00 EDT, Kevin wrote:

Thanks Chris!

I'm going to address this with our partners shortly and I'll get back to you by the end of the week with an update. Best,

<https://mail.google.com/mail/u/1/?ik=2b1ed5103c&view=pt&search=...simpl=msg-f:1559243005730277111&simpl=msg-f:1559324910210731216> Page 23 of 26
MarcoSquared, LLC Mail - [URGENT] Your Shopify Payments Account - Documents Required 7/13/23, 5:35 PM

Kevin

[Quoted text hidden]

[Quoted text hidden]

[JDQ477-95L0]

Chris Psaila <chris@marcomarco.net> Thu, Feb 9, 2017 at 3:56 PM To: Shopify Pixels <support@shopify.com>

Thank you Kevin,






I appreciate your help with this and for stressing the difficulties this is causing. Attached are copies of the warrants for both of our locations as well as a list of the items that were seized. My apologies but the final page scanned as a separate doc.

Chris

[Quoted text hidden]

[Quoted text hidden]

5 attachments

-  **Items seized.pdf**
279K
-  **Warrant Las Palmas final page.pdf**
480K
-  **Warrant Las Palmas.pdf**
5196K
-  **Warrant Cherokee Final Page.pdf**
471K
-  **WARRANT cHEROKEE.pdf**
4632K

Kevin <support@shopify.com> Thu, Feb 9, 2017 at 4:42 PM Reply-To: support@shopify.com
To: chris <chris@marcomarco.net>

Kevin (Shopify)

Thanks Chris!

I'm forwarding this right away.

Cheers,
Kevin

<https://mail.google.com/mail/u/1/?ik=2b1ed5103c&view=pt&search=...simpl=msg-f:1559243005730277111&simpl=msg-f:1559324910210731216> Page 24 of 26
MarcoSquared, LLC Mail - [URGENT] Your Shopify Payments Account - Documents Required 7/13/23, 5:35 PM

Your ticket ID is **5114303**.

On Feb 02 18:58 EDT, chris wrote:
Thank you Kevin,

I appreciate your help with this and for stressing the difficulties this is causing. Attached are copies of the warrants for both of our locations as well as a list of the items that were seized. My apologies but the final page scanned as a separate doc.

Chris

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On Feb 02 18:39 EDT, Kevin wrote:
Hi Chris,

I wanted to provide you a quick update from our partners.

They have yet to hear back from Amex, but are following up to get a response and further clarify any questions they may have. That being said, I will push with our partners the hardship these delays are causing your business.

Our partners have also requested a high-resolution scan of the full warrant. Would you be able to forward the full document? Even if it's a photo of each page, we'll take that for now, but a scan would be preferable.

Looking forward to your response, and as always, don't hesitate to reach out to me with any questions or concerns.

Best,

Kevin

[Quoted text hidden]

[Quoted text hidden]

[JDQ477-95L0]

Chris Psaila <chris@marcomarco.net> Mon, Feb 13, 2017 at 10:20 AM To: Shopify Pixels <support@shopify.com>

Hi Kevin,
I hope you're doing well. Do you happen to have any update on this yet?

Chris
[Quoted text hidden]
[Quoted text hidden]

Kevin <support@shopify.com> Tue, Feb 14, 2017 at 8:01 AM Reply-To: support@shopify.com
To: chris <chris@marcomarco.net>

<https://mail.google.com/mail/u/1/?ik=2b1ed5103c&view=pt&search=...simpl=msg-f:1559243005730277111&simpl=msg-f:1559324910210731216> Page 25 of 26
MarcoSquared, LLC Mail - [URGENT] Your Shopify Payments Account - Documents Required 7/13/23, 5:35 PM

Kevin (Shopify)

Hi Chris,

No updates on our end. Any developments on your side?

Best,

Kevin

Risk Analyst | [Shopify](#)

Your ticket ID is **5114303**.

On Feb 02 13:21 EDT, chris wrote:

Hi Kevin,

I hope you're doing well. Do you happen to have any update on this yet? Chris

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On Feb 02 19:42 EDT, Kevin wrote:

Thanks Chris!

I'm forwarding this right away.

Cheers,
Kevin

On Feb 02 18:58 EDT, chris wrote:

[Quoted text hidden]

[JDQ477-95L0]

