

# Checklist for Disputing a Chargeback

Section	Information	
Case Details	Case Number	<input type="checkbox"/>
	Date of Chargeback	<input type="checkbox"/>
	Customer Name	<input type="checkbox"/>
	Transaction Date	<input type="checkbox"/>
	Transaction Amount	<input type="checkbox"/>
	Chargeback Reason Code	<input type="checkbox"/>
	Deadline for Response	<input type="checkbox"/>
Section 1: Transaction Details	Order/Invoice Number	<input type="checkbox"/>
	Payment Method	<input type="checkbox"/>
	Description of Goods/Services	<input type="checkbox"/>
	Date of Service Delivery/Product Shipment	<input type="checkbox"/>
	Evidence of prior successful transactions with this customer (if applicable); (e.g., screenshots or records from your payment gateway.)	<input type="checkbox"/>
Section 2: Customer Communication	Summary of customer's complaint (if known)	<input type="checkbox"/>
	Dates and methods of communication with customer (e.g., email, phone)	<input type="checkbox"/>
	Attach copies of ALL relevant communication (e.g. mails, chat logs, support tickets)	<input type="checkbox"/>
	Evidence of attempts to resolve the issue (e.g., screenshots of support interactions, resolution confirmations, etc.	<input type="checkbox"/>
	Evidence of customer satisfaction (e.g., emails or testimonials expressing satisfaction.)	<input type="checkbox"/>
Section 3: Service Agreement and Documentation	Attach a copy of your service agreement or terms of service	<input type="checkbox"/>
	Highlight relevant clauses (e.g., refund policy, cancellation policy)	<input type="checkbox"/>
	Attach any service level agreements (SLAs) (if applicable)	<input type="checkbox"/>

Attach any documentation related to product usage or access (e.g., welcome emails with login instructions, knowledge base articles)

Section 4: Provide server logs or usage data showing customer access (e.g., screenshots with clear timestamps.)

Proof of Service Delivery Include timestamps and details of specific actions performed by the customer.

Attach any delivery confirmation emails or receipts (if applicable)

Section 5: Draft a concise and professional rebuttal letter. Start with a clear subject line (include case number). Clearly state your case, addressing the chargeback reason code with evidence. Maintain a neutral and factual tone. Request a reversal of the chargeback.

