

# Checklist for Disputing a Chargeback

## Case Details

- Case Number
- Date of Chargeback
- Customer Name
- Transaction Date
- Transaction Amount
- Chargeback Reason Code
- Deadline for Response

## Transaction Details

- Order/Invoice Number
- Payment Method
- Description of Goods/Services
- Date of Service Delivery/Product Shipment
- Evidence of prior successful transactions with this customer (if applicable); (e.g., screenshots or records from your payment gateway.)

## Customer Communication

- Summary of customer's complaint (if known)
- Dates and methods of communication with customer (e.g., email, phone)
- Attach copies of ALL relevant communication (e.g. mails, chat logs, support tickets)

- Evidence of attempts to resolve the issue (e.g., screenshots of support interactions, resolution confirmations, etc.)
- Evidence of customer satisfaction (e.g., emails or testimonials expressing satisfaction.)

### **Service Agreement and Documentation**

- Attach a copy of your service agreement or terms of service
- Highlight relevant clauses (e.g., refund policy, cancellation policy)
- Attach any service level agreements (SLAs) (if applicable)
- Attach any documentation related to product usage or access (e.g., welcome emails with login instructions, knowledge base articles)

### **Proof of Service Delivery**

- Provide server logs or usage data showing customer access (e.g., screenshots with clear timestamps.)
- Include timestamps and details of specific actions performed by the customer.
- Attach any delivery confirmation emails or receipts (if applicable)

### **Rebuttal Letter**

- 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.