

Chargeback Rebuttal

Chargeback Information

Chargeback Details summary

Reason Code:

Case Number:

ARN:

Chargeback Date:

Chargeback Amount:

Chargeback Currency:

The disputed transaction was genuinely performed in accordance with the Card Scheme requirements and through a PCI certified gateway. The payment was approved and as a result the customer received (*Product name/information*) as described in the Terms and Conditions, which are accepted by all users.

Merchant service description

Business summary

Dispute is invalid as Merchant's services were provided (detailed explanation based on Merchant service)

The disputed transaction was performed by (user/email) ordered on (transaction date) in value of (amount) representing (product information)

Customer Information

Customer summary

Transaction Information/Checks

Transaction summary

Product/Delivery information

Product summary

Return Policy and Acceptance of Terms

Terms and conditions summary

Conclusions based on Chargeback Reason Code and service provided.

Compelling Evidence (*must be adjusted based on Chargeback reason code*)

- 1. Transaction Receipt*
- 2. Customer Profile*
- 3. Delivery Proof*
- 4. Customer Communication*
- 5. Contract Signed*