

SAMPLE – FOR ILLUSTRATIVE PURPOSES ONLY

## Chargeback Rebuttal Template

### **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

Product summary

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

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

### **Customer Information**

Customer summary

Disclaimer: This template is provided for example purposes only and should be customized to reflect your specific business, transaction details, and applicable card network requirements.



**CHARGEBACKHELP**

A *Global Payments Company*

## **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**

SAMPLE – FOR ILLUSTRATIVE PURPOSES ONLY

Disclaimer: This template is provided for example purposes only and should be customized to reflect your specific business, transaction details, and applicable card network requirements.