## **Chargeback Response**

## **Transaction Invoice**

|  |  |  |  |
| --- | --- | --- | --- |
| **ARN** | [连连填写] | **Chargeback Amount** | [拒付金额] |
| **Transaction** |
| **Transaction ID:** | [连连订单号] | **Date/Time:** | [订单支付时间] |
| **Amount:** | [支付金额] | **Email Address:** | [买家邮箱] |
| **Credit Card Information** |
| **CC Type:** | [VISA/MASTERCARD/JCB/AMERICAN EXPRESS…] |
| **CC Number:** | \*\*\*\*\*\*[卡号后四位] |
| **Order Information** |
| **Customer Name:** | [买家姓名] |
| **Product Name:** | [产品名称][订单链接] |
| **Price** | **Quantity** | **Total** |
| [单价] | [数量] | [总订单金额] |
| **Shipping Address:** | [买家收货地址] |
| **Shipment number** | **Status** |
| [物流单号] | [物流状态] |

## Shipping and Delivery

[买家姓名], placed order [连连订单号] on [订单支付时间], and provided the following shipping address:

[此处填写买家收货地址]

## Delivery Receipt

Website Shipping Policy: [网站内发货条款链接]

The delivery address is in the [收货国家]. According to the shipping policy on the website, it will take [物流在途时间] days. We shipped the goods on [商家发货日期], and the logistics shows that the buyer has signed for it on [RECEIPT DATE], the specific logistics receipt records are as follows:

[此处填写物流签收记录]

## Evidence of Product Usage

## Product sales details

Order details: [此处填写订单商品链接]

Return & Refund Policy：[此处填写退货和退款条款链接]

The product details page on our website clearly describes the size, material and usage of the [产品名称], and states in the return & refund policy that returns and exchanges can be made within [网站内写明可接受退货的时间] days after the order is received, but the shipping fee for the returned product must be borne by the buyer , and the warehouse will refund to the buyer's credit card within [ 退款处理时间] days after receiving the return.

[此处附买家回复或勾选已阅读退换货条款的信息]

## Transaction History

[此处上传历史交易记录商户后台截图]

## Customer Service Record

[简单描述下该订单的具体情况]

[能够证明买家为持卡人本人的信息]