## **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] | | | |
| **Delivery method:** | | | [买家收货方式或服务提供方式] | | | |
| **Status：** | | | [订单状态] | | | |

## Shipping and Delivery Receipt

Website Shipping Policy: [网站内发货/提供服务条款链接]

Virtual goods delivery time/service time：[虚拟商品交付时间/服务时间]

Virtual goods/services confirmation or notification：[买家确认收到虚拟商品/买家确认完成服务的截图或商家通知截图]

Merchant system information：[买家账户虚拟商品交付前后变动的截图或服务过程的截图]

## Evidence of Product Usage

[买家可正常使用虚拟产品或服务的证明] ——如有

[能够证明买家为持卡人本人的信息]

## Product sales details

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

Proof that the buyer is aware of the return policy：[买家知晓退换货政策证明]

## Proof of virtual goods or services

[提供买家购买虚拟商品/服务和交付的虚拟商品/服务对比图片及说明]

## Transaction History

[此处上传历史交易记录商户后台截图]——如有

## Customer Service Record

[简单描述下该订单的具体情况]