

case number:

Chargeback Information	
Case Number	
Chargeback ID	
Order ID	
ARN	
Merchant Domain(s)	
Merchant ID	
Reason Code	

Company and Product Description

Transaction Information			
Chargeback Amount:		Refund Amount:	
Transaction Amount:		Credit Card Number (BIN & last 4):	
Transaction Date:		Credit Card Type:	
Billing and Shipping Address Match: (Y/N)		Credit Card Expiration Date:	
Transaction ID:		Authorization ID:	
AVS Match Code:		CVV Match Code:	
Currency:		Sales Method:	

Customer Information			
Shipping Information		Billing Information	
First Name		First Name	
Last Name		Last Name	
Street Address		Street Address	
City		City	
State		State	
Country		Country	
Zip Code		Zip Code	

case number:

Cardholder Information	
Telephone Number	
Email Address	
IP Address	
Device Location	

Product Information		Conveyance Information	
Product Type: (physical, digital, service)		Carrier:	
Subscription Related: (Y/N)		Shipment Date:	
Merchant Domains/Descriptors:		Delivery Date:	
		Tracking Number:	
		Digital Download Number:	
		Contract Number:	

Cardholder's Order History & Customer Service Notes

Terms & Conditions

Website Images (landing page, product page, checkout page)