Chargeback Copilot

Dispute evidence pack

Synthetic review sample showing the same structure used for live merchant evidence packs.

Generated	9/5/2026, 2:28:06 PM
Merchant	sample-store.myshopify.com
Sample case	#1128

Demo pack

This is a synthetic sample generated for Shopify review and pre-purchase demos. It shows the exact evidence-pack layout Chargeback Copilot builds from dispute, order, customer, fulfillment, refund, and transaction records.

Use this file to review the workflow, data coverage, and PDF format. It is a sample case, not a live submission file.

What this demo shows

- The dispute reason, amount, status, and evidence deadline pulled from the Shopify Payments case
- The order timeline, purchased items, totals, customer identity, and billing and shipping details
- Fulfillment, tracking, payment, AVS/CVV, prior-order, and refund signals used to support the response
- The reason-specific checklist, merchant statement draft, and attachment list the app prepares for review

Case overview

SAMPLE CASE
demo-public-sample-evidence-pack

REASON
Fraudulent / card-not-present evidence

AMOUNT
248.40 USD

STATUS
NEEDS_RESPONSE

EVIDENCE DUE
Jun 12, 2026, 5:00 PM local / 2026-06-12 17:00 UTC

REASON CODE
FRAUDULENT

Summary

Show fulfillment/delivery and identity consistency (billing/shipping/email/IP). If this is friendly fraud, prior undisputed purchase history can be compelling evidence.

Merchant profile defaults

- Support email: support@example-store.test
- Support phone: +1 512 555 0100
- Refund policy: Returns accepted within 30 days for unused items. Refunds are processed to the original payment method.
- Shipping policy: Orders ship within 1 business day with carrier tracking sent by email.
- Fulfillment notes: Sample case includes a paid order, matching billing and shipping address, successful AVS/CVV, fulfillment, and carrier delivery scan.

Workflow context

- Workflow status: Open
- Assigned to: Merchant owner
- Checklist progress: 5/8 completed
- Saved note: Synthetic public sample generated by Chargeback Copilot. Replace with live Shopify dispute, order, fulfillment, and customer context after install.

Timeline

- Order processed: May 23, 2026, 3:34 PM local / 2026-05-23 15:34 UTC
- Fulfillment created: May 24, 2026, 9:16 AM local / 2026-05-24 09:16 UTC
- Delivered: May 27, 2026, 7:42 PM local / 2026-05-27 19:42 UTC
- Dispute initiated: Jun 1, 2026, 2:12 PM local / 2026-06-01 14:12 UTC
- Evidence due by: Jun 12, 2026, 5:00 PM local / 2026-06-12 17:00 UTC

Key facts

- Order: #1128
- Customer: Jamie Rivera
- Customer email: jamie.rivera@example.com
- Processed at: May 23, 2026, 3:34 PM
- Tracking: 1Z999AA10123456784
- Items: 2 (Wireless Work Kit, Portable Dock Stand)
- Billing address: 410 Market Street, Austin TX 78701, US

- Shipping address: 410 Market Street, Austin TX 78701, US
- Client IP (checkout): 203.0.113.42
- Financial status: PAID
- Fulfillment status: FULFILLED
- Prior orders found (same customer identity): 2 (#1047, #1082)
- Client IP and payment verification (AVS/CVV) when available
- Proof of customer engagement (emails, account activity)
- Delivery confirmation or signature proof

Required documents

- Order confirmation
- Fulfillment & tracking details
- Customer communication logs
- Refund / cancellation history
- Store policies (refunds, shipping, cancellations)
- AVS/CVV result code (if available from Shopify Payments)
- Prior undisputed orders (ideally same customer identity; same payment method if you can prove it)
- Delivery confirmation or signed proof of delivery

Recommended notes

- If the customer re-ordered or contacted support, include timestamps.
- If this is Visa reason code 10.4 friendly fraud, include at least 2 prior undisputed purchases and matching elements (IP/shipping/email/account ID). If you can prove the same payment method, include that too.

Merchant statement

This transaction was placed and fulfilled as a legitimate customer purchase. We are providing objective evidence of fulfillment/delivery and identity consistency (billing/shipping/email/IP). If applicable, we also include prior paid purchase history for the same customer identity to demonstrate an established relationship.

Key points

- Order confirmation and timestamps (processed, fulfilled, delivered).
- Carrier tracking link and delivery scan (and signature proof if available).
- Billing and shipping address used for the order.
- Checkout client IP and identity consistency signals (if available).
- Payment verification results (AVS/CVV codes) if available from Shopify Payments.
- Prior paid orders for the same customer identity (if available).

Tip: Keep the statement factual. Avoid assumptions about the cardholder. Attach objective proofs such as tracking, delivery, prior

orders, and communications.

Order details

Order	#1128
Processed	May 23, 2026, 3:34 PM local / 2026-05-23 15:34 UTC
Customer email	jamie.rivera@example.com
Customer name	Jamie Rivera

Order totals

- Subtotal: 218.00 USD
- Shipping: 12.00 USD
- Tax: 18.40 USD
- Discounts: 0.00 USD
- Order total: 248.40 USD

Items purchased

- 1x Wireless Work Kit | Variant: Graphite | SKU: WWK-GRAPHITE | Line total: 168.00 USD
- 1x Portable Dock Stand | Variant: Standard | SKU: PDS-STANDARD | Line total: 50.00 USD

Billing & shipping

Billing address	Jamie Rivera, 410 Market Street, Austin TX 78701, US, +1 512 555 0198
Shipping address	Jamie Rivera, 410 Market Street, Austin TX 78701, US, +1 512 555 0198

Fulfillment

Fulfilled at	May 24, 2026, 9:16 AM local / 2026-05-24 09:16 UTC
Delivered at	May 27, 2026, 7:42 PM local / 2026-05-27 19:42 UTC

Carrier: UPS | Tracking: 1Z999AA10123456784 | Tracking reference: ups.com/track

Transaction details

- Transaction ID: gid://shopify/OrderTransaction/8000001
- Transaction kind: SALE
- Transaction status: SUCCESS
- Gateway: Shopify Payments
- Payment processed at: May 23, 2026, 3:34 PM local / 2026-05-23 15:34 UTC
- Payment amount: 248.40 USD

- Payment method: visa
- AVS result code: Y
- CVV result code: M
- Note: Some fraud signals such as device fingerprint, 3DS, or issuer auth data may not be available via Shopify APIs. Add screenshots if you have them.

Payment & identity signals

- Client IP: 203.0.113.42
- Device: Not available via Shopify Admin API for this order (online checkout).
- First visit: May 21, 2026, 10:08 AM local / 2026-05-21 10:08 UTC
- Landing page: /products/wireless-work-kit
- Referrer: google.com/search
- UTM: source=google, medium=organic
- Last visit: May 23, 2026, 3:28 PM local / 2026-05-23 15:28 UTC

Prior purchase history (same customer identity)

These are prior paid orders found for the same customer identity (email/customer). This section does not prove the same card/PAN, but it can support an established customer relationship when combined with matching identity and fulfillment evidence.

- Order #1047 | Processed: Mar 18, 2026, 4:20 PM local / 2026-03-18 16:20 UTC | Status: PAID | Total: 89.50 USD
- Order #1082 | Processed: Apr 27, 2026, 11:45 AM local / 2026-04-27 11:45 UTC | Status: PAID | Total: 134.00 USD

Refunds & cancellations

- Total refunded: 0.00 USD
- Refunds: None recorded on the order.

Attachments checklist

- Screenshot: Shopify order timeline (events + timestamps)
- Screenshot: Fulfillment page (carrier + tracking + shipment date)
- Screenshot: Carrier tracking page showing delivery scan (and signature if available)
- Export/Screenshot: Customer messages (Shopify Inbox or email thread)
- Screenshot: Refunds / transactions in Shopify Payments (if applicable)
- Link/Screenshot: Store refund + shipping + cancellation policies
- If available: Prior undisputed orders (order numbers + dates + matching shipping/email/IP)

How the live workflow works

For a real dispute, Chargeback Copilot syncs the Shopify Payments case, assembles a pack like this, and gives the merchant a checklist plus PDF summary. The merchant reviews the pack, adds any extra screenshots or policy attachments, and submits the final evidence in Shopify admin before the deadline.