

CHARGEBACK EVIDENCE PACKET

Evidence Packet

CB-DEMO-1000

CASE NUMBER	CB-DEMO-1000
-------------	--------------

DISPUTE ID	demo-dispute-0000
------------	-------------------

MERCHANT	Northwind Goods (sample)
----------	--------------------------

CUSTOMER	Jordan Ellis (jordan.ellis@example.com)
----------	---

ORDER NUMBER	ORD-58210
--------------	-----------

DISPUTED AMOUNT	\$184.50
-----------------	----------

DISPUTE REASON	Product not received
----------------	----------------------

RESPONSE DEADLINE	Aug 20, 2026
-------------------	--------------

Generated Aug 4, 2026, 2:08 AM

Administrative assistance only. Disputivo helps you organize and present evidence for payment disputes. It is not legal or financial advice, and it does not guarantee that any dispute will be won.

Executive Case Summary

This packet documents chargeback case CB-DEMO-1000, opened on Aug 3, 2026 by Northwind Goods (sample) in response to a dispute filed against order ORD-58210. The order was placed by Jordan Ellis (jordan.ellis@example.com) on Jul 18, 2026 for \$184.50, charged to a Visa card ending in 4242. The dispute reason on file is "Product not received". A response is due by Aug 20, 2026. As of the time this packet was generated, 3 of 4 evidence checklist items have been marked complete, and 2 supporting files have been uploaded to this case. Internal note on file: "Sample dispute for demonstration purposes — no real customer data."

3/4

CHECKLIST ITEMS COMPLETE

88%

EVIDENCE READINESS SCORE

2

FILES ATTACHED

This packet is incomplete: 1 checklist item is still missing evidence. Missing items are labeled in the Evidence Checklist Summary section below.

Chronological Transaction Timeline

Jul 17, 2026, 5:00 PM	Order placed — System Order ORD-58210 placed for \$184.50.
Jul 18, 2026, 5:00 PM	Order shipped — Merchant Handed to carrier, tracking 1Z-DEMO-0001.
Jul 21, 2026, 5:00 PM	Delivered — System Carrier recorded delivery to the front porch.
Aug 2, 2026, 5:00 PM	Dispute opened — Card network Customer disputed the charge as "product not received."

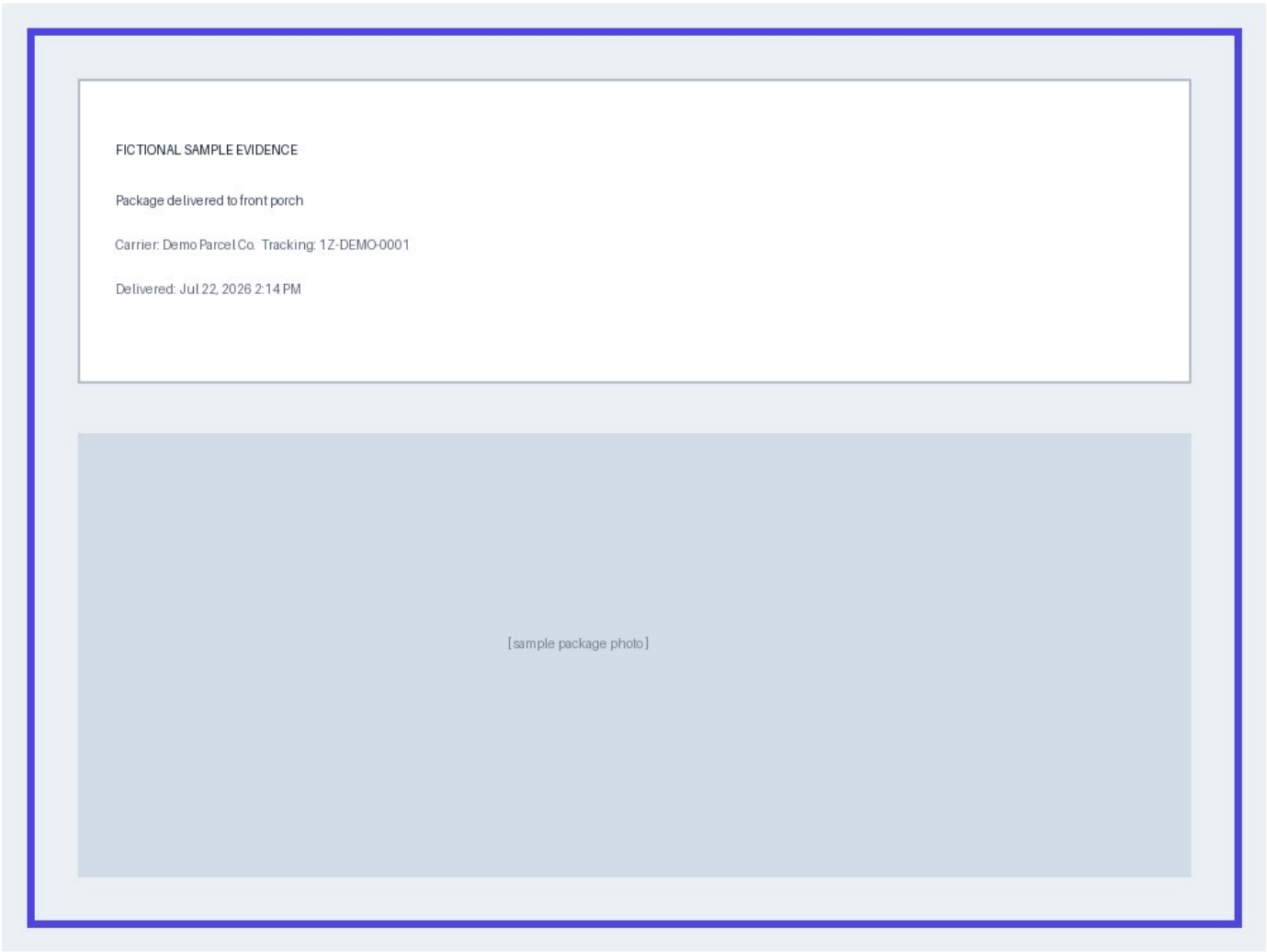
Evidence Checklist Summary

Tracking number 1 file attached: tracking-history.png	COMPLETE
Delivery confirmation 1 file attached: delivery-confirmation.jpg	COMPLETE
Order receipt Marked complete — no file attached (self-attested).	COMPLETE
Customer communications No evidence attached.	MISSING

Evidence Index

#	FILE NAME	CHECKLIST ITEM	SIZE	UPLOADED
1	delivery-confirmation.jpg Embedded below	Delivery confirmation	39 KB	Jul 22, 2026
2	tracking-history.png Embedded below	Tracking number	13 KB	Jul 22, 2026

Uploaded Evidence



delivery-confirmation.jpg

Linked to: Delivery confirmation · Uploaded Jul 22, 2026, 7:20 AM · 39 KB

Uploaded Evidence

Demo Parcel Co. Tracking (fictional sample)

Jul 18, 2026	Label created
Jul 19, 2026	Picked up
Jul 21, 2026	In transit
Jul 22, 2026	Out for delivery
Jul 22, 2026	Delivered to front porch

tracking-history.png

Linked to: Tracking number · Uploaded Jul 22, 2026, 7:20 AM · 13 KB