

Fighting Chargebacks

Together We Can Win Against Chargebacks

Chargebacks don't always have to equal lost revenue! Built-in features of RoadSync Checkout provide critical documentation so we can fight on your behalf and help you win chargebacks!*

For the best chance to win chargebacks, always include:



Signed Work Order Authorization:

Communicate your rates, services, and terms of service with a signed work order prior to performing work



Signed Invoice:

Capture a signature at payment completion to document authorization



Digital Photos:

Capture before and after pictures of the vehicle, VIN, parts and conditions to include with the RoadSync receipt



Detailed Services:

Document all services performed, hours of work and parts utilized to support the invoice total



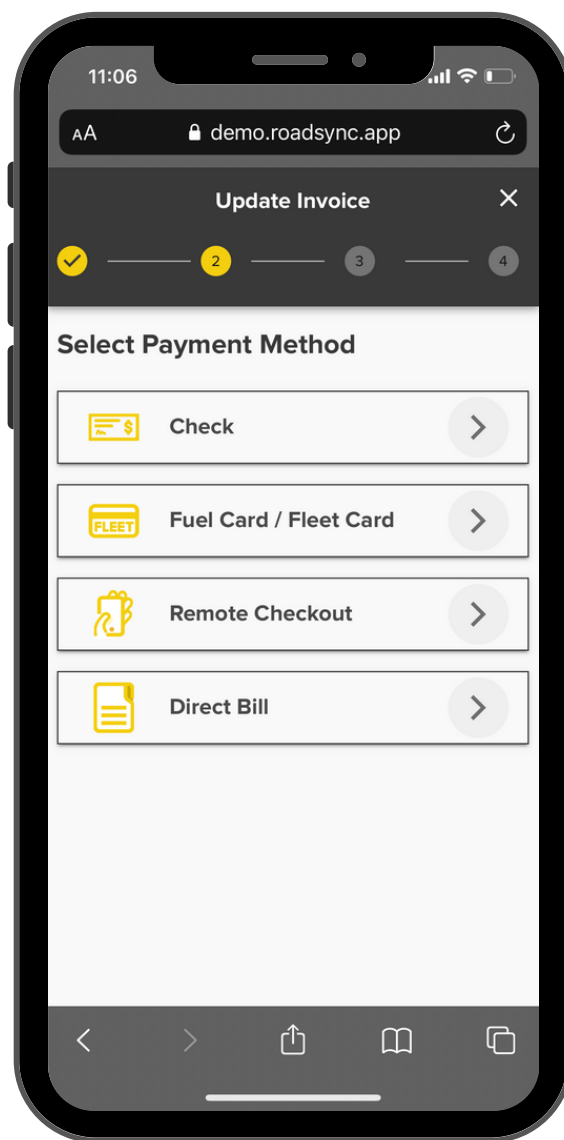
Remote Checkout:

Use the RoadSync **Remote Checkout** feature to capture the payer's IP address to further link their device/location to the payment



Collection of Documentation:

Include the shipping and tracking information for physical products, and screenshots of text and email communication



*At the time of chargeback, we debit the disputed amount from your account and hold pending the outcome of the chargeback.

Need More Info?