

RECOVR

Chargeback Evidence Pack

SAMPLE DOCUMENT

Fictional order. Every value in this document is made up. This sample shows some of the fields a pack can include. This file is not a filing, and it is not a card-network filing.

1 The dispute

Sample values for one fictional order. The evidence due date is the processor's date on this sample.

SHOP Harbor and Pine Goods	ORDER NUMBER 10482
ORDER DATE 12 March 2026, 2:14 p.m. Eastern	CLAIM OPENED 2 April 2026
REASON Product not received	REASON CODE 13.1
ORDER AMOUNT \$186.40	DISPUTE AMOUNT \$186.40
CARD NETWORK Visa	EVIDENCE DUE 22 April 2026
DAYS ALLOWED 20	DEADLINE SOURCE Processor
CUSTOMER EMAIL casey.lin.sample@example.com	CLAIM SOURCE Shopify Payments
STATUS Not submitted	

2 Delivery

Carrier tracking for this order. City, state, and ZIP.

CARRIER UPS	SERVICE Ground
TRACKING NUMBER 1Z999SAMPLE10482	STATUS Delivered
STATUS DETAIL Delivered	ESTIMATED DELIVERY 14 March 2026
DELIVERED 14 March 2026, 11:06 a.m. Eastern	SIGNED BY C. Lin
DELIVERY LOCATION Front desk	SHIP-TO CITY Portland
SHIP-TO STATE ME	SHIP-TO ZIP 04101
TRACKING PAGE Sample carrier link on the tracking row	

SAMPLE

Signature image
On file for this sample. Not a real signature.

SAMPLE

Delivery photo
On file for this sample. Not a real photo.

Carrier events for this tracking number. Each event on this sample shows when, status, city, state, ZIP, and country.

When	Status	Where	ZIP	Note
12 Mar, 4:40 p.m.	Label created	Portland, ME, US	04101	Label created
13 Mar, 6:12 a.m.	In transit	Nashua, NH, US	03060	Departed facility
14 Mar, 8:02 a.m.	Out for delivery	Portland, ME, US	04101	On vehicle for delivery
14 Mar, 11:06 a.m.	Delivered	Portland, ME, US	04101	Delivered

3 Verification

What the order list shows for this order. This sample does not include a score.

SCREENED 12 March 2026, 2:14 p.m. Eastern	SHOWN ON THE ORDER Approved
CONFIDENCE SHOWN High	

4 This customer

Counts on this shop for this customer.

CUSTOMER EMAIL casey.lin.sample@example.com	ORDERS ON THIS SHOP 4
EARLIER CHARGEBACKS 0	DISPUTES ON THIS SHOP 0

5 How a live pack is filed

You file the card dispute. VerifyLive does not. Do not file this sample. Use the pack stored on the claim, and only the lines you can stand behind.

Step	What you do
1	Read the due date on the dispute notice. If that date has passed, the network can close the dispute without reading evidence.
2	Open the dispute where it was sent. Shopify Payments: respond on that order in the Shopify admin. Another processor: use the portal or the address on the notice.
3	Read every field. Remove anything that is wrong. Do not send a line you cannot stand behind.
4	If the response accepts a file, upload the live pack. If it is a form, copy the stored facts into it. Send it before the due date.
5	Stop. The processor and the card network decide. There is no recovery fee. This is not a guarantee, and VerifyLive does not reimburse the charge.

Do not send this pack to IC3. A crime report is a different process. You file that yourself at complaint.ic3.gov. That form does not accept attachments, it does not dispute the charge, and it does not get the money back.

SAMPLE DOCUMENT. Harbor and Pine Goods, order 10482, and tracking 1Z999SAMPLE10482 are placeholders. This sample shows some of the fields a pack can include. The live pack is the record on the claim. This file is not that record.