

A repeatable record-keeping process

RebuttalKit Pro

Practical files for small digital sellers and service providers to organize records before the next chargeback arrives.

USD 19

One business or sole proprietorship
Editable Markdown, CSV and TXT files

01 / WHAT YOU RECEIVE

Five working deliverables

Prevention and response SOP Checkout, customer issues, disputes and monthly review.	PREVENTION_SOP.md
Checkout and delivery controls Checks for digital goods, subscriptions and services.	CHECKOUT_DELIVERY_CONTROLS.md
Customer resolution templates Five editable messages for common customer issues.	CUSTOMER_RESOLUTION_TEMPLATES.md
Dispute tracker Cases, deadlines, outcomes and next actions; 16 columns.	dispute-tracker.csv
Evidence retention checklist Per-order or account evidence checks; 11 columns.	evidence-retention-checklist.csv

Also included: README.md with opening and editing instructions, plus LICENSE.txt for single-business use. The ZIP contains working files; this preview PDF contains selected samples.

02 / REAL EXCERPT

Checkout checks you can adapt

From CHECKOUT_DELIVERY_CONTROLS.md, "Every offer". Use this as an adaptation checklist, not a universal legal requirement.

- Product or service name matches the receipt.
- Price, currency, billing frequency, and trial conversion are unambiguous.
- Refund and cancellation terms are easy to find and understand.

Selected excerpt only. The full file also covers delivery, subscriptions, services, privacy and security.

03 / REAL EXCERPT

A customer message you can edit

From CUSTOMER_RESOLUTION_TEMPLATES.md, "Delivery or access problem". Edit the bracketed fields and verify every factual statement before sending.

SELECTED TEMPLATE EXCERPT

Hello [NAME],

Thanks for letting us know. The delivery record shows [FACTUAL DELIVERY EVENT]. I understand that you still cannot access or use the purchase.

Please reply with [MINIMUM INFORMATION NEEDED]. We can offer [REDELIVERY / ACCESS RESET / OTHER POLICY-ALLOWED REMEDY]. I'll update you by [DATE OR TIMEFRAME].

04 / FICTIONAL DEMO

See the tracker structure

Illustrative sample only. These are invented cases, not customer records or results. This preview shows 5 of the full dispute tracker's 16 columns.

Case ID	Reason	Evidence due date	Decision	Status
DEMO-001	Not received	2026-10-15	Review	Collecting records
DEMO-002	Unrecognized charge	2026-10-18	Review	Checking facts

Open CSV files in Excel, Google Sheets or Numbers. Delete the source row marked EXAMPLE before entering your own records, and keep the header row.

Inspect the sample, then choose your next step

Free builder - use when a dispute arrives.
rebuttal-kit.adonn.chatgpt.site

Get the full kit for USD 19 - single-business license.
payhip.com/b/Ki8wO

This kit is educational operational guidance, not legal advice. It does not guarantee dispute outcomes. Payment processors and card networks control their current requirements; follow the instructions shown in your processor.