

# Chargeback dispute evidence

This document has all evidence to prove that the chargeback by [redacted] is in error. \_\_\_\_\_

## About the business

Swipekit is a online B2B Software-as-a-Service. Using our service, customers can save Ads from various sources.

We have one product, Swipekit premium. Also known as the Swipekit Pro subscription.


We DON'T collect card details on signup. We only collect customer's card details when they are ready to purchase our product.


We offer a 14 day trial, which starts once a customer signup.


## Proof that this chargeback was in error.



We have ample evidence to prove this chargeback was raised in error and this transaction does not qualify under the chargeback reason 'Cancellation of Recurring Goods/Services'



### Customer communications

Date	Email	Notes
11/21/2023	<div data-bbox="379 1182 1053 1830"><p>Swipekit — Ad Inspo tool</p><p>Hello Chris, welcome to Swipekit</p><p>Your Swipekit account has been created &amp; you're 14 day trial has started.</p><p>Please click on <a href="#">this link</a> to confirm your account email address.</p><p>Regards, Shash</p><hr/><p><a href="#">Swipekit</a> Shash7 241 City road, Melbourne, AU</p></div>	This email was sent when the customer first created their account on Swipekit and their 14 day trial started.

Date	Email	Notes
11/21/2023	<div data-bbox="422 235 1008 757" style="border: 1px solid #ccc; padding: 10px;"> <p data-bbox="466 286 641 304">Swipekit — Ad Inspo tool</p>  <p data-bbox="466 430 542 448">Hey Chris</p> <p data-bbox="466 465 928 510">Your email address is verified. You can now use your Swipekit account and start saving Ads!</p> <p data-bbox="466 555 534 600">Regards, Shash</p> <hr data-bbox="466 627 965 631"/> <p data-bbox="466 654 667 712"> <a href="#">Swipekit</a>            Shash7            241 City road, Melbourne, AU         </p> </div>	<p data-bbox="1133 228 1423 474">This email was sent to acknowledge that the email account Chris signed up with()<u>[redacted]</u> is valid and the customer can receive our communications.</p>
11/23/2023	<p data-bbox="319 795 1098 1008">           Hey Chris, Shash from Swipekit here again. Swipekit has a useful feature called Boards. Think of boards as folders for your saved Ads. Essentially, you can create boards for your clients, for specific Ad types, campaign types, etc. How to create one? All you need to do is to click the 'Create Board' button in the Sidebar inside the <a href="#">Swipekit webapp</a>. Let me know if you have any difficulties creating boards. I'm always here to help!            ---  <b>Shash   Swipekit</b>  <a href="#">swipekit.app</a>            241 City road, Southbank 3006, Melbourne, Australia.         </p>	<p data-bbox="1133 795 1407 884">This email was sent as part of our onboarding process.</p>

Date	Email	Notes
12/06/2023	<p data-bbox="395 293 624 318">Swipekit — Ad Inspo tool</p>  <p data-bbox="395 477 914 501">Hello Chris, your free 14 day trial for Swipekit is over.</p> <p data-bbox="395 521 635 546">You also saved 120 Ads!</p> <p data-bbox="395 566 991 591">Please <a href="#">upgrade from here</a> if you want to continue saving ads.</p> <p data-bbox="395 611 884 636">Here's what you'll get on a paid Swipekit account:</p> <ul data-bbox="427 663 967 808" style="list-style-type: none"><li>• Save unlimited ads from the Meta Ad Library</li><li>• Save unlimited ads from Tiktok Creative Center</li><li>• Save unlimited ads from LinkedIn</li><li>• Get full access to Swipekit Multiplayer(coming soon!)</li><li>• Access to premium support(via chat widget)</li></ul> <p data-bbox="395 835 1023 889">If you run into any issues, we also have a <a href="#">help section</a> to get you up and running!</p> <p data-bbox="395 952 485 1005">Regards, Shash</p> <hr data-bbox="395 1043 1038 1048"/> <p data-bbox="395 1077 655 1153"><a href="#">Swipekit</a> Shash7 241 City road, Melbourne, AU</p>	<p data-bbox="1134 226 1406 349">This email was sent to acknowledge that the customer's trial period has ended.</p>

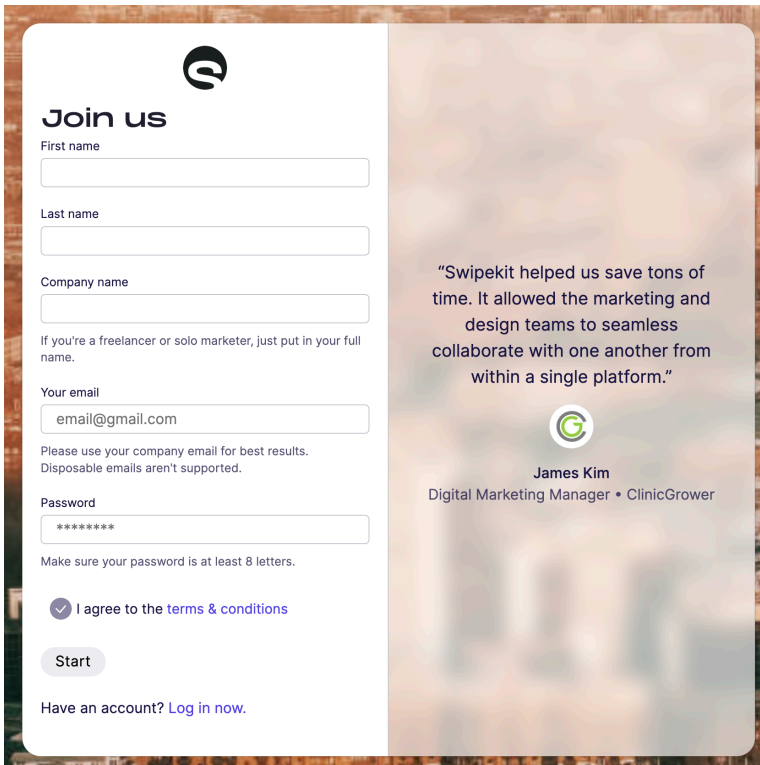
Date	Email	Notes
12/07/2023	<p data-bbox="384 309 619 331">Swipekit — Ad Inspo tool</p>  <p data-bbox="384 495 959 551">Hey Chris, we noticed you're trying to save Ads using the Swipekit Chrome extension.</p> <p data-bbox="384 573 1018 629">Unfortunately your Swipekit trial has expired, because of which you aren't able to save Ads anymore.</p> <p data-bbox="384 651 1023 674">Please <a href="#">upgrade your Swipekit account</a> to start saving Ads again</p> <p data-bbox="384 696 887 719">Here's what you'll get on a paid Swipekit account:</p> <ul data-bbox="421 752 911 864" style="list-style-type: none"><li>• Save unlimited ads from the Meta Ad Library</li><li>• Save unlimited ads from Tiktok Creative Center</li><li>• Save unlimited ads from LinkedIn</li><li>• Get full access to Swipekit Multiplayer</li></ul> <p data-bbox="384 931 475 987">Regards, Shash</p> <hr data-bbox="384 1032 1046 1037"/> <p data-bbox="384 1066 651 1144"><a href="#">Swipekit</a> Shash7 241 City road, Melbourne, AU</p>	<p data-bbox="1134 226 1422 506">Customer tried to use out product. They got a notification from us letting them know that they can't use our product since they haven't upgraded their subscription and their trial has ended.</p>
12/07/2023	<p data-bbox="392 1395 624 1417">Swipekit — Ad Inspo tool</p>  <p data-bbox="392 1576 970 1599">Hi Chris, your Swipekit PRO plan's monthly invoice is ready</p> <p data-bbox="392 1621 1034 1644">You can access your invoices from <a href="#">app.swipekit.app/profile/billing</a></p> <p data-bbox="392 1711 483 1767">Regards, Shash</p> <hr data-bbox="392 1812 1038 1816"/> <p data-bbox="392 1845 655 1912"><a href="#">Swipekit</a> Shash7 241 City road, Melbourne, AU</p>	<p data-bbox="1134 1252 1426 1442">This email confirms that the customer paid for the Swipekit Pro subscription and they have received a link to access their invoice.</p>

Date	Email	Notes
12/07/2023	<p data-bbox="467 282 641 300">Swipekit — Ad Inspo tool</p>  <p data-bbox="467 423 909 443">Hey Chris, thank you for upgrading to Swipekit's paid plan!</p> <p data-bbox="467 459 750 479">Here's some info about your account.</p> <ul data-bbox="493 499 959 703" style="list-style-type: none"><li data-bbox="493 499 909 539">• You can save as many Ads as you like, as long as your subscription is active.</li><li data-bbox="493 555 959 622">• Need support? Or want to ask for feature requests? Click on the chat widget in the bottom right corner and message me! I'll reply as quickly as I can.</li><li data-bbox="493 638 935 703">• You can cancel your account anytime from <a href="https://app.swipekit.app/profile/billing">app.swipekit.app/profile/billing</a>. Click on the Billing portal button to cancel your account.</li></ul> <p data-bbox="467 723 943 788">Lastly, Swipekit is an indie run business and I appreciate your subscription to the Pro version which keeps this service up and running.</p> <p data-bbox="467 837 536 878">Regards, Shash</p> <hr data-bbox="467 909 963 913"/> <p data-bbox="467 934 667 992"><a href="#">Swipekit</a> Shash7 241 City road, Melbourne, AU</p>	<p data-bbox="1134 226 1430 349">This email was sent to the customer confirming their subscription to the Swipekit Pro plan.</p>
01/07/2024	<p data-bbox="405 1146 625 1164">Swipekit — Ad Inspo tool</p>  <p data-bbox="405 1323 963 1344">Hi Chris, your Swipekit PRO plan's monthly invoice is ready</p> <p data-bbox="405 1366 1027 1386">You can access your invoices from <a href="https://app.swipekit.app/profile/billing">app.swipekit.app/profile/billing</a></p> <p data-bbox="405 1453 489 1503">Regards, Shash</p> <hr data-bbox="405 1543 1027 1547"/> <p data-bbox="405 1576 657 1646"><a href="#">Swipekit</a> Shash7 241 City road, Melbourne, AU</p>	<p data-bbox="1134 1070 1425 1193">This email confirms that the customer received their invoice for the month of January.</p>

Date	Email	Notes
02/07/2024	<p>Hi Chris</p> <p>Unfortunately, your card couldn't be charged for your monthly Swipekit Pro subscription.</p> <p>Due to this, your Swipekit Pro subscription has been cancelled.</p> <p>If you wish to keep your subscription active and keep your saved Ads intact, you can resubscribe from <a href="https://app.swipekit.app/profile/billing">app.swipekit.app/profile/billing</a></p> <p>Regards</p> <p>---</p> <p>Shash   Swipekit <a href="https://swipekit.app">swipekit.app</a></p> <p>241 City road, Southbank 3006, Melbourne, Australia.</p>	<p>Transaction charge for the month of February was declined so we automatically cancelled this customer's subscription.</p>

### Proof that customer agreed to Terms of Sale

On Signup, customers are required to read our terms & conditions before they can proceed ahead.



Signup page can be viewed from <https://app.swipekit.app/>  
 Our terms & conditions can be viewed from <https://swipekit.app/terms>

It is NOT possible to create an account without ticking the "I agree to the terms & conditions" box.

### Refund policy

We will process a request once we get a email confirmation of a refund request. Refund request must be sent within 30 days of the transaction.



These are some of the records of the Ads created by the customer.

## **Conclusion**

We have provided enough evidence to prove the the customer signed up to Swipekit and agreed to abide by Swipekit's terms and conditions, and broke our terms by disputing a valid transaction.