# 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	Swipekit — Ad Inspo tool	This email was sent when the customer first created their account on Swipekit and their 14 day trial started.		
	Hello Chris, welcome to Swipekit			
	Your Swipekit account has been created & you're 14 day trial has started.			
	Please click on this link to confirm your account email address.			
	Regards, Shash			
	<u>Swipekit</u> Shash7 241 City road, Melbourne, AU			

Date	Email	Notes	
11/21/2023	Swipekit — Ad Inspo tool  Hey Chris  Your email address is verified. You can now use your Swipekit account and start saving Ads!  Regards, Shash  Swipekit Shash7 241 City road, Melbourne, AU	This email was sent to acknowledge that the email account Chris signed up with()[redacted] is valid and the customer can receive our communications.	
11/23/2023	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 Swipekit webapp.  Let me know if you have any difficulties creating boards. I'm always here to help!  —  Shash   Swipekit  Swipekit Swipekit  Swipekit Southbank 3006, Melbourne, Australia.	This email was sent as part of our onboarding process.	

Date	Email	Notes
12/06/2023	Swipekit — Ad Inspo tool	This email was sent to acknowledge that the customer's trial period has ended.
	Hello Chris, your free 14 day trial for Swipekit is over.	
	You also saved 120 Ads!	
	Please <u>upgrade from here</u> if you want to continue saving ads.	
	Here's what you'll get on a paid Swipekit account:	
	Save unlimited ads from the Meta Ad Library Save unlimited ads from Tiktok Creative Center Save unlimited ads from Linkedin Get full access to Swipekit Multiplayer(coming soon!) Access to premium support(via chat widget)  If you run into any issues, we also have a help section to get you up and running!	
	Regards, Shash	
	Swipekit Shash7 241 City road, Melbourne, AU	

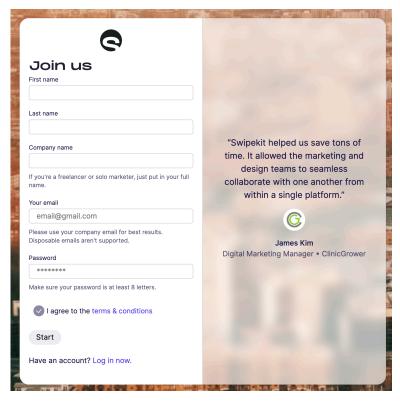
Date	Email	Notes
12/07/2023	Swipekit — Ad Inspo tool  Hey Chris, we noticed you're trying to save Ads using the Swipekit Chrome extension.  Unfortunately your Swipekit trial has expired, because of which you aren't able to save Ads anymore.  Please upgrade your Swipekit account to start saving Ads again Here's what you'll get on a paid Swipekit account:  • Save unlimited ads from the Meta Ad Library	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.
	Save unlimited ads from Tiktok Creative Center Save unlimited ads from Linkedin Get full access to Swipekit Multiplayer  Regards, Shash  Swipekit Shash7 241 City road, Melbourne, AU	
12/07/2023	Swipekit — Ad Inspo tool  Hi Chris, your Swipekit PRO plan's monthly invoice is ready	This email confirms that the customer paid for the Swipekit Pro subscription and they have received a link to access their invoice.
	You can access your invoices from app.swipekit.app/profile/billing  Regards, Shash  Swipekit Shash7 241 City road, Melbourne, AU	

Date	Email	Notes		
12/07/2023	Swipekit — Ad Inspo tool	This email was sent to the customer confirming their subscription to the Swipekit Pro plan.		
	Hey Chris, thank you for upgrading to Swipekit's paid plan!  Here's some info about your account.  • You can save as many Ads as you like, as long as your subscription is active.  • 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.  • You can cancel your account anytime from app.swipekit.app/profile/billing. Click on the Billing portal button to cancel your account.  Lastly, Swipekit is an indie run business and I appreciate your subscription to the Pro version which keeps this service up and running.  Regards, Shash  Swipekit Shash7 241 City road, Melbourne, AU			
01/07/2024	Swipekit — Ad Inspo tool  Hi Chris, your Swipekit PRO plan's monthly invoice is ready  You can access your invoices from app.swipekit.app/profile/billing	This email confirms that the customer received their invoice for the month of January.		
	Regards, Shash  Swipekit Shash7 241 City road, Melbourne, AU			

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

#### **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 <a href="https://app.swipekit.app/">https://app.swipekit.app/</a> Our terms & conditions can be viewed from <a href="https://swipekit.app/terms">https://swipekit.app/terms</a>

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.

Acceptance of Arbitration and Right to Opt Out. Within the first thirty (30) days of your use of the Services or the date of the last update to this Section of the Terms of the Service, whichever is later, you have the right to opt out of the arbitration and class action waiver provisions of this Section by sending us written notice of your decisions at the address set forth in the Contact Section. If you opt out of these provisions, Swipekit will also not be bound by them.

This paragraph outlines our refund policy, and can be found at https://swipekit.app/terms

id bb8ea986-a88c-4574-82eb-0db01f0967e2	workspaceId 6797	blockId bb8ea986-a88c-4574-82eb-0db01f0967e2	tags	userId 6710	createdAt	updatedAt 2023-12-08 05:13:40.459
8876d15c-062a-43df-ba17-a0c6e0713a0e	6797	8876d15c-062a-43df-ba17-a0c6e0713a0e	[\"Health/beauty\"] [\"Business\"]	6710		2023-12-08 05:11:49.175
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00000604 0710 Afab 0040 924646402554	16707	an20a6a4 a710 Afab aa40 924646402554	In "Ducinocol "1	K710	hnna 11 24 na na 14 650	2022 11 24 02-04-16 650

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.