AXIOPRAX FIXES · D12 · FRAUD & BOTS

Chargeback response checklist

For Shopify Payments. You get one submission, so get it right.

- ☐ **Find open chargebacks**
  Orders > Search and filter > Chargeback and inquiry status > Open
- ☐ **Write down the reason and due date**
  Chargeback banner on the order
- ☐ **Protected Shop Pay order and fraud reason? No action needed**
  Shopify Protect
- ☐ **Email the customer once. Ask for a bank withdrawal letter if it was a mistake**
  Your support inbox
- ☐ **Gather evidence that matches the reason**
  Tracking, delivery proof, product page, policies, messages
- ☐ **Files as PDF, JPEG or PNG, each under 2 MB, under 4 MB total**
  Strongest proof first, every file labelled
- ☐ **Add evidence > Save > Submit now**
  Chargeback banner. No edits after submitting

Do not

- Try to refund a disputed order. Shopify will not let you.
- Send a partial refund on an inquiry and assume it is closed.
- Paste links instead of screenshots.
- Leave the store contact email pointed at an inbox nobody reads.

Sources: Shopify Help Center pages listed on the fix page (checked Nov 2026). Full fix: axioprax.com/fixes/respond-to-chargeback-shopify