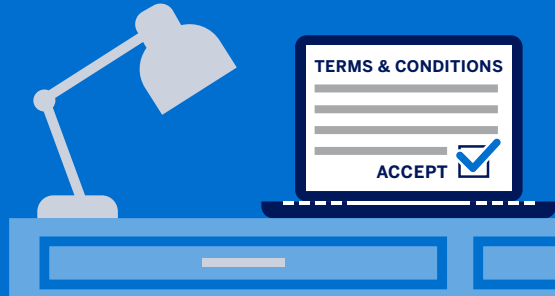


THE CASE OF SERVICES RENDERED

An American Express customer requests a new product to be developed by your company.

The customer acknowledges the T&Cs and signs the contract, which outlines the non-refundable deposit, billing terms, and all liabilities and contingencies.



THE WORK IS COMPLETED.

The end product is delivered and the customer is charged per the billing terms.

But after review, they notice several errors.

THE CARD MEMBER CONTACTS THE SALES MANAGER to report her dissatisfaction.

The sales manager claims they delivered on what was ordered. Per the contract, the non-refundable deposit **will not be returned**.



THE CARD MEMBER CONTACTS AMERICAN EXPRESS to dispute the charge, emphasizing they had been billed for a product they could not use.

AMERICAN EXPRESS SENDS AN INQUIRY to the merchant, asking for copies of the contract, specs for the work, and proof that the final product was as stipulated.

The merchant sends copies of the billing agreement, contract, and brochure.

IN THIS INSTANCE, the support shows that there were errors, no stipulations on content or design mentioned in the contract, and no signoffs on design, proofs, or final product.

A chargeback is processed for insufficient response.

★ TIPS FOR MERCHANTS

- Ensure your contract outlines the scope and specifics of the work to be performed
- Provide opportunities for the customer to review and approve work along the way
- Ensure your contract specifies the development checkpoints where the customer must provide sign-off
- Ensure you are delivering as per the customer's expectation
- Always obtain sign-off on designs, proofs, and upon final delivery
- In this case, sign-off on proofs would have surfaced issues for remediation prior to delivery

Want to learn more tips?

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