



CHECKLIST FOR SELECTING A CHARGEBACK VENDOR



Factors to Consider When Choosing a Chargeback Vendor



Experience and Expertise

Prioritize vendors who are highly reputable, have substantial experience and possess expertise in your industry.



Technology and Tools

Assess the vendor's platform, integrations, analytics, and reporting tools, prioritizing data analytics.



Client Support and Service

Assess the vendor's client support capabilities, responsiveness, and dedicated account management.



Pricing Structure and ROI

Evaluate the vendor's fee structure, ensuring transparency in pricing and a positive ROI.



Compliance and Security Measures

Prioritize vendors with a proven commitment to data security and compliance.





Checklist for Evaluating a Chargeback Vendor



Researching and Shortlisting Vendors

Research chargeback vendors via industry publications, forums, and peer recommendations for insights on market-leading options and reputations.



Requesting Proposals and Demos

Share your RFP detailing requirements and evaluation criteria with shortlisted vendors, seeking proposals and demos covering technology, services, pricing, and implementation.



Seeking Client References and Testimonials

Assess vendor credibility through testimonials, case studies, and success stories. Consider reaching out to existing clients, respecting confidentiality concerns.



Assessing Compatibility with Business Needs and Goals

Prioritize vendor alignment with long-term goals, emphasizing scalability, flexibility, and lasting partnership potential. Assess customization and integration for seamless system alignment.



Monitoring and Review

Ensure partnership success through ongoing monitoring, regular performance reviews, data analysis for optimization, and building open communication.

Carefully consider long-term alignment, scalability, and contractual terms when making your final vendor selection. Cultivate a collaborative partnership to leverage the vendor's expertise, technology, and best practices. By effectively managing chargebacks, businesses can transform this challenge into a springboard for growth, resilience, and lasting success.

About Chargeback Gurus

Chargeback Gurus helps businesses protect and recover revenue by providing effective chargeback management solutions, AI analytics and insights powered by our proprietary FPRONE platform.

By understanding our clients' needs and fully aligning with their goals, we help them reduce chargebacks and increase recovery rates to maximize revenue retention. Our technology solutions use powerful data science and AI analytics—combined with deep industry expertise—to deliver hundreds of millions of dollars in recovered revenue to our clients.

Schedule a call with one of our chargeback experts

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