

CS Dispute Protection

CS Dispute Protection protects your shop from the stress and revenue loss resulting from the dispute process. When a purchase made through CS Payments is disputed, CommentSold will assume full responsibility for handling the claim. This responsibility includes any associated fees, disputed revenue amount, required response, and other related action items. This means that revenue processed by CS Payments will not be clawed back because of bad actors.

Though you will still have visibility into Protected Disputes from the CommentSold dashboard, no action will be required by you to resolve them (nor will you bear financial risks from the dispute process). CS Dispute Protection protects your revenue, time, and peace of mind while further establishing CommentSold as more than just a service- we're partners in helping you thrive.

When will CS Dispute Protection coverage begin?

On 10/4/21, all new disputes and chargebacks will be protected by CommentSold. You will still need to respond to chargebacks that were filed before 10/4/21.

Will I benefit from CS Dispute Protection?

All customers on CS Payments will automatically receive CS Dispute Protection.

Will my customer rate be impacted?

All new and existing customers will be covered at no additional cost as part of CS Payments.

How do I enroll?

No action is needed on your part. All shops on CS Payments will automatically receive dispute protection on 10/4/21.

Are all disputes covered?

Only disputes filed after 10/4/21 and processed through CS Payments will be covered through CS Dispute Protection. For disputes raised through Sezzle, Paypal, Stripe, or Square, you will need to address those directly with the associated payment provider.

What happens if CommentSold loses a dispute filed against me?

CommentSold will assume all financial risks associated with disputes, including costs related to lost claims. Revenue protected by CS Dispute Protection will never be clawed back or put in dispute escrow at any point in the process. Your shop's revenue will no longer be at risk from fraudulent purchasing behavior.

How will I know if a dispute was won or lost?

CommentSold is now accepting all financial risks associated with the dispute process. Therefore, it will no longer impact your revenue whether a dispute is won or lost. Information on wins and losses can be provided to you upon request.

For more information, please reach out to Chat Support.