13. Source code

```python
def chatbot_response(user_input):
    user_input = user_input.lower()

    if "order" in user_input and "status" in user_input:
```

```python
        return "Please provide your order ID to check the status."
    elif "refund" in user_input:
        return "Sure, I can help with refunds. Can you provide your order ID?"
    elif "cancel" in user_input:
        return "You can cancel your order within 24 hours. May I have your order number?"
    elif "password" in user_input or "login" in user_input:
        return "You can reset your password by clicking on 'Forgot Password' on the login page."
    elif "hello" in user_input or "hi" in user_input:
        return "Hello! How can I help you today?"
    else:
        return "I'm sorry, I didn't understand that. Can you please rephrase?"

print("Customer Support Chatbot (type 'exit' to quit)")
while True:
    user_input = input("You: ")
    if user_input.lower() == "exit":
        print("Chatbot: Goodbye!")
        break
    response = chatbot_response(user_input)
    print("Chatbot:", response)
```