Billing Dispute Resolution

Policy ID: POL-002

Category: Billing Dispute

Document Version: 1.0

Effective Date: July 11, 2025

Department: Customer Success

# 1. Policy Overview

This policy provides guidelines for resolving billing disputes in a timely and fair manner. All disputes are investigated thoroughly to ensure accurate resolution.

# 2. Resolution Guidelines

All billing disputes must be investigated within 48 hours. Duplicate charges are automatically refunded. Unauthorized charges require customer verification. Service quality issues are evaluated case-by-case.

# 3. Investigation Process

All billing disputes follow a standardized investigation process:  
1. Initial dispute classification and priority assignment  
2. Evidence collection from payment systems and customer records  
3. Analysis of transaction history and service usage  
4. Resolution determination based on findings  
5. Customer notification and refund processing (if applicable)

# 4. Dispute Categories

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| Dispute Type | Typical Resolution | Processing Time |
| Duplicate Charges | Full refund | 24 hours |
| Unauthorized Charges | Investigation required | 48-72 hours |
| Service Quality Issues | Case-by-case evaluation | 48 hours |
| Billing System Errors | Correction + refund | 24 hours |

# 5. Customer Communication

Customers are notified within 24 hours of dispute receipt and provided with regular updates throughout the investigation process. Final resolution notifications include detailed explanations of the decision and any refunds or credits applied.