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from flask import Flask, request, jsonify

app = Flask(__name__)

# Simple rule-based response logic
def get_bot_response(user_input):
    user_input = user_input.lower()
    if "hello" in user_input or "hi" in user_input:
        return "Hello! How can I help you today?"
    elif "refund" in user_input:
        return "I can help with refunds. Please provide your order number."
    elif "order status" in user_input or "track order" in user_input:
        return "Sure, please share your order ID to check the status."
    elif "support" in user_input:
        return "Our support team is available 24/7. What do you need help with?"
    else:
        return "I'm sorry, I didn't understand that. Can you please rephrase?"

@app.route('/chat', methods=['POST'])
def chat():
    user_input = request.json.get("message")
    response = get_bot_response(user_input)
    return jsonify({"response": response})

if __name__ == '__main__':
    app.run(debug=True)
```