

CASE STUDY

Chargeflow Helps Wordtune Tackle Chargebacks During Explosive Growth

⚡ CHALLENGE

Revolutionary, fast-rising AI-powered Writing Companion Wordtune has been looking for a reliable solution to its rising chargeback issues. Managing cases in-house proved unsustainable and time-consuming as the team was constantly pulled away from core operations. Fortunately, the solution they sought came from Chargeflow’s automated chargeback platform.

🔗 CHARGEFLOW’S SOLUTION

The Wordtune team desperately needed a reliable alternative to their manual chargeback remediation that yielded less than 10% success rate. It wasn’t worth the time their team invested in managing chargebacks in-house. Hiring an external specialist proves to be a costly headache.

Onboarding Chargeflow was easy as it ticked all the right boxes for the team. The 2-click integration also meant the team didn’t need to **overhaul existing infrastructure or spend months integrating with new systems**. Unlike the whack-a-mole game Wordtune played initially, Chargeflow showed immediate, definitive results.

🚀 RESULTS

Wordtune’s chargeback **win rates increased by 4.3x** and their submission rate has improved to 100% all while seeing a **3x increase in chargeback volumes** as they grew. Chargeflow helped improved Wordtune’s bottom-line profit significantly while saving them time to refocus on scaling their business and improving their product.

With Chargeflow’s success-based pricing, transparent processes, user-friendly dashboard, and excellent customer service, Wordtune found they'll make profits no matter what happens.

RESULT

Within 60 days



4.3x

Increase in Win Rate

100%

On-time submission rate

0 Hours

Spent managing chargebacks

TECHNOLOGIES USED

stripe



INTERCOM



Amplitude

Casual Tone



This opportunity interest me.

I'm really excited about this opportunity.

I'm really into this opportunity.

I'm dig this opportunity.



wordtune

“I was being hands-on for months, challenging disputes, but my win rate was so poor, it wasn’t worth my time or salary. My time could serve bigger purposes of scaling the business. Trying to find outsourced cheap labor to even justify the cost by a slim margin was a headache.

So, we looked at some services online. Chargeflow was the smoothest regarding pricing and operation – I just have to click a button on your dashboard to get the job done. I'd say working with Chargeflow has been particularly helpful. The team does care. It's not just a solution you pay for, and that's it. Chargeflow dives into it. They understand what we want and care about, and it turned out that we care more about dispute rates. The dashboard is also cool, and I can see the information I need quickly.”

Matt Lewis, Head of User Operations

Want to learn more about chargebacks automation?
Schedule a [Demo](#) or visit www.chargeflow.io