chargehound
A PayPal Service

Parts Geek Improves Chargeback Performance

With Dispute Automation, by Chargehound

Case Study

ABOUT PARTS GEEK

Parts Geek is one of the largest suppliers of replacement auto parts, auto accessories, and automotive crash parts online. Established in 2008, Parts Geek is known for its high-quality service and has been offering online visitors an extensive catalogue of auto parts for all domestic and imported cars, trucks and SUVs.

CHALLENGE

Parts Geek's manual dispute representment process could not scale to match the growth of online orders. With high average order values (AOV) spanning three different payment portals, Parts Geek needed a technology solution that would centralize its dispute management, improve chargeback performance and free up employee time to spend on improving its core business.

SOLUTION

Dispute Automation worked with Parts Geek to create best-in-class dispute response templates and address 100% of disputes, resulting in a 68% increase in win rate and 2.5X increase in overall dollars recovered.* Taking advantage of Dispute Automation's fully-automated solution across PayPal, Braintree and AMEX has enabled the Parts Geek team to eliminate all hours spent on chargebacks and focus efforts on providing high-quality customer service.

*Data source is from Parts Geek, 2022. These results may not be typical and may vary substantially by business. This content is provided for informational purposes only. You should always obtain independent business, tax, financial, and legal advice before making any business decision.

Parts Geek®

www.partsgeek.com

Questions about Dispute Automation?
Visit www.chargehound.com or get in touch directly at sales@chargehound.com.

Results

100%
Submission rate

68%
Win Rate

2.5X
Revenue Recovered

1.5X
Scability

"I knew we needed a chargeback solution that could scale with our growing business. Chargehound has increased revenue recovery and created operational efficiencies that will benefit us long-term."

Jon Sinclair
President at Parts Geek

PayPal