

SAMPLE LETTER
REQUESTING CHARGEBACK

[YOUR NAME]
[YOUR ADDRESS]

[TODAY'S DATE]

[CARD PROVIDER'S NAME AND ADDRESS]

Dear Sir / Madam

[NAME ON CARD]
[CARD NUMBER]

I am writing to request that the following transaction be charged back.

The details of the transaction are as follows:

- Date of transaction: [INSERT DATE OF TRANSACTION]
- Amount of transaction: [INSERT AMOUNT OF TRANSACTION]
- Name of merchant: [INSERT NAME OF SELLER]
- Reasons for the request for chargeback: [FOR EXAMPLE you did not receive the goods, they were faulty etc]

Please let me know when the above transaction has been charged back to the merchant.

If you have any questions, please contact me on [INSERT EMAIL ADDRESS].

Yours faithfully,

[YOUR NAME]

Important:

This sample letter has been produced by Consumer Credit Legal Service (WA) Inc and can be used as a guide. You must insert your own details where appropriate and delete any information that is not relevant to your situation. Always date your letters. Always keep a copy of the letter you send. **Obtain legal advice if you do not understand.**