

SAMPLE LETTER
REQUESTING CHARGEBACK

Important:

This sample letter has been produced by Consumer Credit Legal Service (WA) Inc and is to be used as a guide only. **Seek legal advice if you have any queries relating to your specific issue.** You may ring us on (08) 9221 7066 for legal advice.

This letter is a request to your credit card provider to reverse a charge to your card.

Insert your details where appropriate and delete the square brackets and any information that does not apply to you. Always date your letters. Always keep a copy of the letter you send.

[YOUR NAME]
[YOUR ADDRESS]

[TODAY'S DATE]

[CARD PROVIDER'S NAME]
[CARD PROVIDER'S ADDRESS]

Dear Sirs or Mesdames

RE: [NAME ON CARD]

Card No. [CARD NUMBER]

I request that the transaction detailed below that was charged to credit card [CARD NUMBER] be charged back to the merchant.

The details of this 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 "The credit card was mistakenly charged twice for the same transaction", "I did not receive the goods" or "I did not make this purchase." For a list of common reasons a chargeback is made, see the information on our [sample letter to request a chargeback](#) webpage.]

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]

SAMPLE