

Date: [Insert Date]

To:

[Bank/Credit Card Issuer Name]

[Dispute Department Address]

[City, State, Zip Code]

Subject: Formal Chargeback Request for Counterfeit Merchandise

Account Holder Name: [Your Full Name]

Card Number: [Last 4 Digits of Card]

Transaction Date: [Date of Purchase]

Transaction Amount: [Amount in Currency]

Merchant Name: [Name of Store/Website]

Dear Dispute Department,

I am writing to formally request a chargeback for the transaction listed above. The reason for this dispute is "Merchandise Not as Described" specifically due to the receipt of counterfeit goods.

I purchased what was advertised as a genuine [Brand Name] [Product Name]. However, upon receiving the item on [Delivery Date], it was clear that the item is a counterfeit/fake. My assessment is based on the following: [List details such as poor logo quality, incorrect serial numbers, or lack of authenticity certificates].

I have attempted to resolve this directly with the merchant on [Date you contacted them]. I requested a full refund; however, [state the outcome, e.g., the merchant refused to respond / the merchant insisted the fake item be returned at my expense / the merchant stopped communicating].

Attached are the following supporting documents:

- Copy of the original order confirmation.
- Photographs of the counterfeit item received.
- Evidence of the merchant's original advertisement.
- Record of my correspondence with the merchant.

As the merchant has failed to provide authentic goods as promised, I request that you credit my account for the full amount of [Transaction Amount].

Thank you for your prompt attention to this matter.

Sincerely,

[Your Signature]

[Your Printed Name]

[Your Phone Number]