

[Date]

[Merchant Name]

[Merchant Address]

[City, State, Zip Code]

RE: Notice of Chargeback - Case Number: [Case ID Number]

Dear [Merchant Contact Person or Department],

This letter is to formally notify you that a chargeback has been initiated by a customer for the following transaction:

- **Customer Name:** [Customer Name]
- **Transaction Date:** [Date of Purchase]
- **Transaction Amount:** \$[Amount]
- **Order Number:** [Order/Invoice Number]
- **Reason Code:** [Reason Code, e.g., 10.4]
- **Reason Description:** [e.g., Fraudulent, Product Not Received]

As a result of this dispute, the transaction amount plus a chargeback fee of \$[Fee Amount] has been debited from your merchant account. These funds will be held pending the outcome of the investigation.

Action Required:

If you wish to contest this chargeback, you must provide compelling evidence to represent the case by **[Due Date]**. Required documentation may include:

- Proof of delivery/tracking numbers
- Signed receipts or invoices
- Customer communication logs
- Copy of your refund and cancellation policy

Please submit your rebuttal documentation through the [Merchant Portal Name] or reply to this notice directly.

If we do not receive a response by the specified deadline, the chargeback will be finalized in favor of the cardholder.

Sincerely,

[Your Name/Department]

[Financial Institution/Payment Processor Name]

[Contact Information]