

Dispute Resolution Request

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

Customer Service Team

[Company Name]

[Company Address]

[City, State, ZIP Code]

Dear Customer Service Team,

I am writing to formally dispute an unexpected charge that appeared on my account on [Insert Date of Charge]. The transaction in question is for an order I placed on [Order Date], with the order number [Order Number]. Upon reviewing my billing statement, I noticed that the amount charged was [Amount], which differs from the expected total of [Expected Amount].

According to my records, I was not informed of any additional fees or charges prior to my purchase, which leads me to believe this may be an error. I kindly request a detailed explanation of this charge, along with any supporting documentation that justifies this modification to my original purchase amount.

I would appreciate your prompt attention to this matter and request a written response by [Insert Date, typically two weeks from the date of the letter]. Thank you for your assistance in resolving this issue.

Sincerely,

[Your Name]