

Letter of Dispute Regarding Transaction Failure

Date: [Insert Date]

To: [Company Name]

Customer Service Department

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally dispute a failed transaction that occurred on [Insert Transaction Date] for the purchase of [Insert Product/Service Name] through your e-commerce platform. The transaction ID is [Insert Transaction ID].

Despite following all necessary steps to complete my purchase, the transaction did not process correctly, and I have not received the product/service I ordered. I have attached copies of my order confirmation, payment receipt, and any relevant correspondence for your review.

I kindly request your assistance in resolving this matter promptly. Specifically, I would like to either receive the product I purchased or a full refund of the amount charged to my account.

Please respond to my dispute at your earliest convenience. You can reach me at [Your Phone Number] or [Your Email Address].

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Address]

[City, State, Zip Code]