

Invoice Chargeback Explanation

Date: [Insert Date]

To: [Insert Customer's Name]

Address: [Insert Customer's Address]

Dear [Customer's Name],

We are writing to inform you about a chargeback that has been initiated regarding your recent purchase with invoice number [Insert Invoice Number] dated [Insert Purchase Date]. The chargeback has been flagged due to suspected fraudulent activity.

The details of the transaction are as follows:

- Invoice Number: [Insert Invoice Number]
- Transaction Date: [Insert Purchase Date]
- Amount Charged: [Insert Amount]
- Payment Method: [Insert Payment Method]

We take cases of fraud very seriously. Please review your accounts and verify if this transaction was authorized. If you believe this charge is erroneous, please let us know so we can assist you in resolving the issue swiftly.

If you have additional questions or require further assistance, please do not hesitate to contact us at [Insert Contact Information].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Contact Information]