

Chargeback Explanation Letter

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email]

[Your Phone Number]

Customer Service Department

[Merchant's Name]

[Merchant's Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally explain my request for a chargeback concerning my recent purchase of [Product/Service Name] on [Purchase Date] with transaction ID [Transaction ID].

Unfortunately, the product/service did not meet my expectations due to the following reasons:

- [Reason 1]
- [Reason 2]
- [Reason 3]

Despite my attempts to resolve the issue directly with your customer service team on [Date(s) of Attempt], I did not receive a satisfactory resolution, which prompted me to proceed with the chargeback request.

I appreciate your attention to this matter and look forward to your understanding regarding the unsatisfactory nature of my purchase.

Thank you for your cooperation.

Sincerely,

[Your Signature (if sending a hard copy)]

[Your Printed Name]