

# Formal Complaint Regarding Unauthorized Charge

Your Name  
Your Address  
City, State, Zip Code  
Email Address  
Phone Number  
Date

Customer Service  
Online Retailer Name  
Retailer Address  
City, State, Zip Code

Dear Customer Service,

I am writing to formally complain about an unauthorized charge that has appeared on my account following a recent transaction with your online store. The charge, amounting to \$XX.XX, was processed on [date] and does not correspond to any purchase made by me.

I have reviewed my account and transaction history and can confirm that I did not authorize this charge. I request that you investigate this matter and provide a prompt resolution, including a refund of the unauthorized charge.

For your reference, my order number is [order number]. I have attached copies of relevant documents to support my claim.

I would appreciate an acknowledgment of this complaint and a response within [number of days] days. Thank you for your attention to this matter.

Sincerely,  
Your Name