

Response to Chargeback Invoice Challenge

Date: _____

To: [Card Issuer/Bank Name]

From: [Your Company Name]

Address: [Your Company Address]

Email: [Your Company Email]

Phone: [Your Company Phone Number]

Subject: Response to Chargeback: [Chargeback Reference Number]

Dear [Bank/Issuer's Name],

We are writing in response to the chargeback initiated by [Cardholder's Name] for the transaction dated [Transaction Date] relating to [Transaction Amount]. We appreciate your notification regarding this challenge.

Transaction Details:

- Transaction ID: [Transaction ID]
- Amount Charged: [Transaction Amount]
- Date of Service/Product Delivery: [Date]
- Product/Service Description: [Product/Service Description]

We have thoroughly reviewed this transaction and found that the charge is valid as [insert brief explanation on why the charge is legitimate]. We have attached supporting documentation that includes [list any relevant documents such as invoices, delivery confirmations, or correspondence with the cardholder].

We kindly request that you review this information in light of the chargeback filed. We are confident that the evidence provided will support our claim and assist in your decision-making process regarding the validity of the charge.

Thank you for your attention to this matter. We look forward to your prompt response.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]