

Dear [Name of Recipient],

I write this rebuttal letter contesting chargeback [number] for [dollar amount].

The chargeback reason code is 13.1 - Merchandise/Services Not Received.

As we demonstrate here, the transaction identified above represents the legitimate purchase of a watch from our online store, which was delivered to the customer. I am attaching the following pieces of evidence:

- Attachment A: a digital receipt from the cardholder's purchase.
- Attachment B: IP records from the time of purchase showing that the purchase came from the cardholder's area and from their Internet Service Provider (ISP).
- Attachment C: A delivery confirmation receipt showing the cardholder's signature and a delivery date of December 10, 2021.

If there is any further information you need, please contact me directly and I will respond as soon as possible. I look forward to hearing from you.

Sincerely,

Name  
Company  
email address  
phone number]