Dear [RECIPIENT],

I write this rebuttal letter contesting chargeback #[NUMBER] for [DOLLAR AMOUNT]. The chargeback reason code is [REASON CODE NUMBER & TITLE].

As is demonstrated here, the transaction identified above represents a legitimate purchase by the cardholder of [ITEM DESCRIPTION], which was delivered to the customer. I am attaching the following pieces of evidence:

* Attachment A: the digital receipt for the cardholder's purchase.
* Attachment B: the delivery confirmation receipt showing the cardholder's signature and a delivery date of [DATE].
* Attachment C: IP records from the time of purchase, which show the transaction's point of origin was local to the cardholder and involved the same Internet Service Provider (ISP).

Please contact me directly if there is any additional information you need. I will respond as soon as possible. I look forward to hearing from you.

Sincerely,

[NAME]

[COMPANY]

[EMAIL / PHONE NUMBER]