

# Cloudwalk Project

## Solve the problem.

Subject: Chargeback Dispute Infinity Pay

Dear Client,

We from Cloudwalk, acknowledge your frustration regarding the recent chargeback denial and assure you that I am here to assist in resolving this matter.

I want to address your concerns and clarify that the initial denial does not prevent us from pursuing another chargeback request on your behalf. I am committed to providing clarity on the required documentation for a successful chargeback. If you have any doubts about the type of documents needed and the reasons for the initial rejection, please allow me to explain.

Chargebacks follow a formal process that necessitates specific documentation and adherence to guidelines set by credit card companies. The denial does not necessarily reflect your case's merit but emphasizes the importance of meeting the formal criteria set by credit card companies.

I will guide you in obtaining the necessary documents and ensure they are submitted in the correct format. Effective communication and proper documentation are crucial for a successful dispute.

In the second part of our resolution process, if you already have the required documents, I am willing to assist in creating another chargeback request. This time, we can ensure that all necessary documentation is included for a more favorable outcome.

Feel free to share any documentation you have, and I will guide you through the process of submitting a comprehensive chargeback request. Your satisfaction is our priority, and we are dedicated to promptly resolving this matter.

Thank you for your understanding and cooperation. I look forward to working together to address and rectify this situation.

Best regards,

Danillo Melo  
**CloudWalk**