[Your address]

[Debit/ Credit card company address]

Dear [customer services manager's name],

**Claim under Visa Chargeback Scheme rules –**

I am writing to you in connection with the purchase of [insert details] on [date] from [details of seller]. I enclose the following documentation which provides details of the transaction:

[list documents e.g. invoices, receipts, details of estimated delivery dates that you are submitting with the chargeback claim.]

I paid for [insert details] using my [insert supplier name] [debit] [credit] card.

The total cost of [insert details] was £[insert details].

In breach of contract [insert details of the problem – see our guide to Chargeback for details of what can and can’t be claimed using chargeback].

The transaction for the purchase of [insert deatisl] was less than 120 days ago and accordingly, I am writing to request a refund of the above amounts under the Chargeback Scheme rules.

I look forward to your prompt response.

Yours faithfully,