

Date  
Your Name  
Your Address,City,Sate,Zip Code  
Your Account Number  
Name of Credit Card Issuer  
Billing Inquiries  
Address,City,State,Zip Code

Dear Sir/Madam

I am writing to dispute a billing error in the amount of \$\_\_\_\_\_ on my account. The amount is inaccurate because the goods I ordered was not delivered. I ordered the goods on xx/xx/xxxx. The merchant promised to deliver the goods to me on xx/xx/xxxx, and it was not delivered. Besides, when I ordered the goods, the merchant did not tell me that it would charge before shipping.

I am requesting that the error be corrected, that any finance and other charges related to the disputed amount be credited to my account, and that I receive an accurate statement.

Enclosed are copies of (use this sentence to describe any enclosed information, such as sales slips, payment records, documentation of shipment or delivery dates) supporting my position and experience. Please correct the billing error promptly.

Sincerely,

Your name

Enclosures: (List what you are enclosing)