

Notification of Disputed Transaction
Cancelled or Returned Merchandise/Service

Cardholder Name: _____

Address: _____

City, State, Zip Code: _____

Phone Number: (____) _____ (____) _____
Daytime Evening

Email: _____

Card Number: _____ Card Type: Debit Card Credit Card

1. Transaction Information

Transaction Date ____/____/____	Merchant Name _____	Dollar Amount _____
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What was purchased? Merchandise Services

2. Dispute Reason/Elaboration

Was a credit voucher or refund acknowledgement given? Yes No

Date of credit voucher or when Merchandise/Services Cancelled: ____/____/____

Were you advised of the cancellation policy? Yes No

Reason for Cancellation: _____

Did you receive any Merchandise? Yes No

If Yes, please provide date returned: ____/____/____

Return authorization number (RAN) or Cancellation number: _____

Shipping method: USPS FedEx UPS Other

Shipping Number or Tracking Number: _____

If Merchandise was not returned, please provide reason: _____

3. Attempt To Resolve

Did you attempt to resolve with the merchant? Yes No

Date of most recent contact with merchant: ____/____/____

Contact Name: _____

How did you contact the merchant? Phone Email Letter In person

Please describe the attempt to resolve with the merchant:

Are there available documents to support dispute claim? Yes No

Cardholder Signature

Date