

**Notification of Disputed Transaction**  
**Merchandise Not As Described or Defective**

Cardholder Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_ (\_\_\_\_) \_\_\_\_\_  
Daytime Evening

Email: \_\_\_\_\_

Card Number: \_\_\_\_\_ Card Type:  Debit Card  Credit Card

**1. Transaction Information**

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

Describe the Merchandise/Services purchased:  
\_\_\_\_\_  
\_\_\_\_\_

**2. Dispute Reason/Elaboration**

What was wrong?  Not As Described  Defective Merchandise

Provide details why the Merchandise/Services was Not As Described or why the merchandise was defective:  
\_\_\_\_\_  
\_\_\_\_\_

If merchandise was returned, please provide date returned \_\_\_\_\_/\_\_\_\_/\_\_\_\_

Return authorization number (RAN) or Cancellation number if given: \_\_\_\_\_

Shipping method:  USPS  FedEx  UPS  Other

Shipping Number or Tracking Number: \_\_\_\_\_

**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