

**Notification of Disputed Transaction**  
**Cancelled or Returned Merchandise/Service**

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

Card Number:

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**1. Transaction Information**

<b>Transaction Date</b>	<b>Merchant Name</b>	<b>Dollar Amount</b>
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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:  
\_\_\_\_\_  
\_\_\_\_\_