Notification of Disputed Transaction

Merchandise Not As Described or Defective

Cardholder Name: _____

Card Number:

				-					-					-			

1. Transaction Information

Transaction Date	Merchant Name	Dollar Amount
____/____/____	_____	_____

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:

_____

_____