

Notification of Disputed Transaction
Merchandise Not As Described or Defective

Cardholder Name: _____

Card Number:

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1. Transaction Information

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

