



Notification of Disputed Transaction
Cancelled or Returned Merchandise/Service

Cardholder Name: _____

Card Number: _____

Cardholder Signature: _____

1. Transaction Information

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

What was purchased? Description of Merchandise or Services: _____

2. Dispute Reason/Elaboration Please note: A merchant has 30 days from cancellation to credit your account.

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 or Services? 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 Please note: You must make every effort to resolve with the merchant before you may dispute a transaction

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:

