

DEBIT CARD DISPUTE FORM [NON-FRAUD]



Debit Card Number (16-digits)	Cardholder Name	Account Number
Merchant Name		
Transaction Amount	Dispute Amount	Transaction Date
Disputing more than one item? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, this is number ____ of ____ (e.g. 1 of 3) Only one transaction per form		
Signature		Date
For all disputes: You <u>must</u> make contact with the merchant directly in an attempt to resolve the charge. Date merchant was contacted to attempt to resolve: _____ Name of person with whom you spoke: _____ Merchant response: _____		
I am disputing the above charge due to the following reason (choose only one):		
<input type="checkbox"/> Non-Receipt of Merchandise. Please contact the merchant and notify us of the outcome. What merchandise was ordered? _____ What was the expected delivery date? _____ When did the cardholder contact the merchant? _____ What was the outcome of the merchant contact? _____ Did the cardholder cancel with the merchant? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, when? _____		
<input type="checkbox"/> Merchandise/services are not as described/defective. <input type="checkbox"/> Please enclose all related documentation (letter, email, invoice, signed proof of return, credit slip, postal receipt etc.). What merchandise was ordered? _____ What was expected and how did it differ from those expectation? _____ _____ Description of damage: _____ _____ When did the cardholder contact the merchant? _____ What was the outcome of the merchant contact? _____ Were you required to return any products? <input type="checkbox"/> Yes <input type="checkbox"/> No Did you return any product(s)? <input type="checkbox"/> Yes <input type="checkbox"/> No Return Method: <input type="checkbox"/> in person <input type="checkbox"/> FedEx <input type="checkbox"/> UPS <input type="checkbox"/> DHL <input type="checkbox"/> US Postal <input type="checkbox"/> Other, explain _____		

Returned Merchandise. You must attempt to return the merchandise prior to raising the dispute.

Please enclose: Proof of return or credit slip

What merchandise was ordered? _____

Date merchandise returned: _____

Reason for return: _____

Return method: in person FedEx UPS DHL US Postal Other, explain _____

Duplicate Charge. The cardholder certifies one transaction is valid but posted more than one.

Valid transaction amount: _____ Post Date: _____

Invalid transaction amount: _____ Post Date: _____

Incorrect Amount Charged.

Please enclose: Copy of the signed sales receipt or invoice showing what you should have been charged

Authorized amount: _____ Amount charged/posted: _____

Credit did not post to my account, AND it has been more than 15 days since the Merchant promised credit.

Please enclose: Copy of credit slip, voucher, or a refund acknowledgement from the merchant

Cancellation

Please enclose: Copy of the letter, email, or fax informing the merchant cancellation

Cancellation methods: in writing in person by phone by email

Reason for cancellation: _____

Cancellation date: _____ Cancellation number: _____

Free Trial Offer.

Please enclose: Copy of the letter, email, or fax informing the merchant cancellation

Method of enrollment: Mail Phone Online

Free trial enrollment date: _____

Free trial offer was good through: _____

Did you follow the merchant's cancellation policy? : Yes No

Cancellation date: _____ Cancellation number: _____

Did you receive any product(s)? Yes No

Were you required to return any products? Yes No Did you return any product(s)? Yes No

Proof of return: Provide a copy of the postal receipt or tracking number.

Paid by other means. You must provide proof of paid by other means, such as a copy of the cancelled check (front and back), a cash receipt, or a billing statement from another card.

Other. Please include a detailed description of your dispute, and the steps taken to resolve it with the merchant on a separate sheet and attach it to this form.

Internal Use Only

Network: VISA MASTERCARD INTERLINK PLUS PULSE CIRRUS NYCE ACCEL STAR