

**NOTIFICATION OF DISPUTED TRANSACTION  
MERCHANDISE NOT AS DESCRIBED/DEFECTIVE**
**Member Name:** \_\_\_\_\_ **Debit Card #:** \_\_\_\_\_

**Home Phone #:** \_\_\_\_\_ **Work Phone #:** \_\_\_\_\_

Transaction Date	Settlement Date	Merchant Name	Transaction Amount
_____	_____	_____	_____
_____	_____	_____	_____

**Each question MUST be answered to process dispute.**

What was purchased? \_\_\_\_\_

 What was wrong?     Not as Described                       Defective Merchandise

Describe the merchandise ordered: \_\_\_\_\_

\_\_\_\_\_

Provide details why the merchandise was not as described or the difference between what was ordered and what was received: \_\_\_\_\_

\_\_\_\_\_

Provide the following information below for returned merchandise. If not returned then provide explanation of why merchandise was not returned:

Date returned: \_\_\_/\_\_\_/\_\_\_    Date Delivered: \_\_\_/\_\_\_/\_\_\_    Returned Merchandise Auth. #: \_\_\_\_\_

Shipping Company Name: \_\_\_\_\_    Shipping Tracking #: \_\_\_\_\_

Address Shipped to: \_\_\_\_\_    Package Signed For By: \_\_\_\_\_

- PLEASE PROVIDE ANY PROOF TO SUPPORT YOUR DISPUTE, SUCH AS A THIRD PARTY OPINION. ANY PAPERWORK SHOWING THAT WHAT WAS RECEIVED DID NOT MATCH THE MERCHANT'S DESCRIPTION OF THE ITEM.

**ATTEMPT TO RESOLVE:**
***IMPORTANT – You must attempt to resolve with the merchant prior to filing a dispute per VISA Regulations. Please describe the cardholder's attempt to resolve this dispute with the merchant and the last date of contact with the merchant and what the merchant's response was.***

Date of most recent contact: \_\_\_/\_\_\_/\_\_\_ and Contact Name of merchant: \_\_\_\_\_

 How did you contact the merchant?     By phone     By e-mail     By letter     In person

**Please provide copies of e-mails and letters sent to and from the merchant and any responses received from the merchant.**

Merchant's Response: \_\_\_\_\_

\_\_\_\_\_

Additional information (dates of contact, by phone, e-mail, etc.) of cardholder's attempt to resolve dispute with merchant:

\_\_\_\_\_

Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_