

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: _____