



Cardholder Transaction Dispute Form

I have done business with this merchant before, but I am disputing a charge from them.

Cardholder Name and Account Number _____

Debit/Credit Card Number _____

Merchant Name _____

Transaction Date _____

Dispute Amount _____

Total Transaction Amount _____

****An attempt to resolve with the merchant is required by Visa before filling out this form****

Merchant Contact Date: _____ (mm/dd/yy) Representative Name: _____

Merchant's Response: _____

Confirmation Number (if available): _____

WHICH BEST DESCRIBES YOUR DISPUTE:

I have not received the merchandise that I ordered.

Purchase Description: _____

Expected date of delivery: _____ (mm/dd/yy)

Merchandise that was shipped to me was damaged or defective upon arrival.

Choose Damaged Defective Date Received: _____ (mm/dd/yy)

Date returned: _____ (mm/dd/yy) Proof of delivery: Packing slip Other receipt (Please attach proof of delivery.)

I have returned merchandise but I have not received a credit. (Please attach proof of delivery.)

Date returned: _____ (mm/dd/yy)

Reason returned: _____

The merchant agreed to issue a credit, but it has not posted to my account.

Date merchant agreed to issue credit: _____ (mm/dd/yy)

Amount merchant agreed to credit: \$ _____ (Please attach a copy of the credit slip.)

I cancelled a membership/subscription, but I'm still being charged.

I signed up for a: Free Trial Product Membership Subscription Policy

Cancellation Date: _____ (mm/dd/yy)

Did the merchant ask you to return the product? Yes No

If yes, date returned: _____ (mm/dd/yy) (Please attach proof of delivery.)

I have been billed the wrong amount.

My credit card receipt shows \$ _____. I was billed \$ _____. (Please attach a copy of your receipt.)

I cancelled the hotel reservation.

Type of reservation: Hotel Other: _____

The reservation dates were: _____ Cancellation Date: _____ (mm/dd/yy)

(Please attach cancellation letter, email, or other proof of cancellation, if available.)

I have been billed more than once for the same transaction.

This is what happened at the merchant location: _____

_____ (Please attach a copy of your receipt.)

Additional Comments: _____

Date: _____

Daytime Phone Number: _____

Print Name: _____

Signature: _____