

For the following dispute types, you must make an attempt to resolve the dispute with the merchant prior to filing a dispute. Please describe your attempt to resolve in the following section:

Yes No I attempted to resolve with the merchant. Date of Contact _____

Contact method: Phone E-mail Other: _____
Merchant Response:

If no attempt, why not?

The following explains my dispute:

I received a price adjustment (credit slip) on the above transaction and it has not appeared on my statement. I have included a photocopy of the credit slip.

I certify that only one transaction was made with the above referenced merchant. On my statement, the same merchant has processed a second charge to my account, which I neither participated in nor authorized.

I certify that I participated in the above transaction, but have not received the merchandise. (Describe your attempts to resolve the matter with the merchant as well as the expected date of delivery on the additional space provided).

I certify that I participated in the above transaction, but have returned the merchandise/cancelled services on _____ (date) per the merchant's instructions and have not received credit. (Merchant cancellation policies may apply; please provide full details on the additional space provided).

I contacted the merchant on _____ and canceled the monthly recurring transaction. (Merchant cancellation policies may apply; please provide full details on the additional space provided).

I contacted the merchant on _____ and canceled my reservation. (Please provide full details on the additional space provided).

My cancellation number is _____

I was not given a cancellation number.

The shipped merchandise I received is defective. (Describe in the additional space the defect or damage and attempts to return the merchandise, and the merchant's response).

The merchandise/services were not as described. (If purchase was made over the phone please indicate what was not as described. Otherwise, please provide written documentation as to what was not as described. ie: color, quantity, etc)

I would like a copy of the sales draft. (Reason for request)

Other. Describe below. Descriptions of transactions should be typed or written clearly. Attach additional sheets if necessary.
