



The cardholder must provide all documentation to support their claim.

What was ordered/purchased?

Describe why the merchandise or service(s) was not as described or why the merchandise or service(s) received was unsuitable for purpose intended.

For merchandise or service(s) purchased, provide the date the cardholder received or expected to receive the merchandise or service(s). _____

Describe the cardholder's attempt to resolve the dispute with the merchant.

Spoke with: _____

On (date): _____

Merchant's response:

Provide the following for returned merchandise when applicable:

Date Returned: _____ Return Merchandise Authorization #: _____

Date Delivered: _____

Shipping Company Name: *(required for non face-to-face returns)* _____

Shipping/tracking number: *(required for non face-to-face returns)* _____

Address Shipped to: _____

Who signed for package? _____

Signature: _____ **Date:** _____

*** MasterCard® and Visa® Regulations require supporting information. If this information is not received the dispute will not be processed.**