



What was purchased?

What was the expected date of receipt for the merchandise? _____

For merchandise received after the expected date? _____

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? _____

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

Signature: _____ **Date:** _____

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