



The cardholder must allow thirty days from the date they returned the merchandise for the credit to be issued.

What was purchased?

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? _____

Was the cardholder aware of the merchant's refund policy? If yes, explain.

If the cardholder has a credit voucher, letter of intent to credit, or refund acknowledgement that has not posted, provide:

Date of credit: _____

Invoice/receipt number of the credit: _____

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

Spoke with: _____

On *(date)*: _____

Merchant's response:

Signature: _____ Date: _____

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