



Cardholder Questionnaire

8 - Shipped Merchandise Was Damaged or Defective

What was ordered/purchased?

Provide the date the cardholder received or expected to receive the merchandise: _____

What was damaged or defective?

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

Spoke with: _____

On (date): _____

Merchant's response:

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.**