



## Report Card Dispute

|                  |                          |                              |
|------------------|--------------------------|------------------------------|
| Date             | Daytime Phone Number     |                              |
| Cardholder Name  | Account Number           | Last Four of Card Number     |
| Merchant Name    |                          |                              |
| Transaction Date | Total Transaction Amount | Disputed Amount (if partial) |
| Transaction Date | Total Transaction Amount | Disputed Amount (if partial) |
| Transaction Date | Total Transaction Amount | Disputed Amount (if partial) |

*Use the Additional Comments section on page 2 to list more transactions **from the same merchant** if needed*

**Please provide details of your attempt to resolve with the merchant.**

**Date of Contact:** \_\_\_\_\_ **Representative Name:** \_\_\_\_\_

**Merchant's Response:** \_\_\_\_\_

\_\_\_\_\_

**Confirmation Number (if available):** \_\_\_\_\_

Please select **one** dispute reason and complete **all** related fields:

**Merchandise or Services Not Received**

Description of Merchandise/Service: \_\_\_\_\_

Expected date and time: \_\_\_\_\_ at \_\_\_\_\_ AM  PM

Cancelled before expected date? If yes, cancellation date: \_\_\_\_\_

Cancellation Reason: \_\_\_\_\_

Was the merchandise delivered late or to the wrong location?

If yes, address of agreed upon location or details of late delivery: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Merchandise Was Damaged or Defective**

How was it damaged/defective? (Detailed Description): \_\_\_\_\_

\_\_\_\_\_

*\*\*Picture evidence encouraged but not required\*\**

Date Received: \_\_\_\_\_ Date Returned: \_\_\_\_\_

Return Method (USPS, UPS, FedEx, etc.): \_\_\_\_\_ Tracking Number: \_\_\_\_\_

Date Merchant Received: \_\_\_\_\_ • If no tracking, **must** attach copy of shipping receipt

If not returned: Date of attempted return: \_\_\_\_\_

Detailed description of attempted return: \_\_\_\_\_

**Returned Merchandise**

Description of Merchandise: \_\_\_\_\_ Reason for Return: \_\_\_\_\_

Date Received: \_\_\_\_\_ Date Returned: \_\_\_\_\_

Return Method (USPS, UPS, FedEx, etc.): \_\_\_\_\_ Tracking Number: \_\_\_\_\_

Date Merchant Received: \_\_\_\_\_ • If no tracking, **must** attach copy of shipping receipt



### Report Card Dispute

**Membership or Subscription Cancelled**

Description of membership/subscription: \_\_\_\_\_  
Cancellation Date: \_\_\_\_\_ Cancellation Reason: \_\_\_\_\_

**Wrong Amount**

Amount on receipt: \_\_\_\_\_ (Must attach copy of receipt) Amount billed: \_\_\_\_\_

**Cancelled Reservation**

Type of Reservation (Hotel, Flight, Vehicle, etc.): \_\_\_\_\_  
Reservation Dates: \_\_\_\_\_ to \_\_\_\_\_ Cancellation Date: \_\_\_\_\_

**Duplicate Charge**

Description of what happened at the merchant location: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Paid by Other Means**

Description of what happened at the merchant location: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Must attach evidence of paid by other means (receipt, statement from another card, etc.)**

**Merchandise Not as Described**

Date Received: \_\_\_\_\_  
Detailed description of what was ordered and not as described: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Was merchandise returned? If yes, date returned: \_\_\_\_\_  
Return Method (USPS, UPS, FedEx, etc.): \_\_\_\_\_ Tracking Number: \_\_\_\_\_  
Date Merchant Received: \_\_\_\_\_ • If no tracking, **must** attach copy of shipping receipt

**Services Not as Described**

Date Received: \_\_\_\_\_  
Detailed description of what was ordered and not as described: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Were services cancelled? If yes, cancellation date: \_\_\_\_\_  
Cancellation Reason: \_\_\_\_\_

**Additional Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Fax completed form to Card Operations at (978) 367-1105.**

If additional assistance is needed, contact Card Operations at (770) 424-0060 Ext. 51610.

For Visa Benefits, please visit [www.CardBenefitServices.com](http://www.CardBenefitServices.com) or call 1 (800) 848-1943