

Notification of Disputed Transaction – Merchandise Not As Described/Defective

FORM 3

Member Name: _____ Debit Card Number: _____
Card Expiration: _____
Transaction Date Settlement Date Merchant Name Transaction Amount

Each Question MUST be answered to process dispute.

What was purchased? _____

What was wrong? () Not As Described () Defective Merchandise

Describe the merchandise ordered:

Provide details why the merchandise was not as described or the difference between what was ordered and what was received:

Provide the following information below for returned merchandise. If not returned then provide explanation of why merchandise was not returned:
Date returned: ___/___/___ Date Delivered: ___/___/___ Return Mdse Auth #: _____
 M D Y M D Y
Shipping Company Name: _____ Shipping/Tracking#: _____
Address Shipped to: _____ Who signed for package? _____

- **PLEASE PROVIDE ANY PROOF TO SUPPORT YOUR DISPUTE SUCH AS A THIRD PARTY OPINION SUPPORTING YOUR DISPUTE. ANY PAPERWORK SHOWING THAT WHAT WAS RECEIVED DID NOT MATCH THE MERCHANT’S DESCRIPTION OF THE ITEM**

ATTEMPT TO RESOLVE:

IMPORTANT – You must attempt to resolve with the merchant prior to filing a dispute per VISA Regulations. Please describe the cardholder’s attempt to resolve this dispute with the merchant and the last date of contact with the merchant and what the merchant’s response was.

Date of most recent contact: ___/___/___ **and Contact Name at merchant:** _____
 M D Y

How did you contact the merchant? () by phone () by e-mail () by letter () in person
Please provide copies of e-mails and letters sent to the merchant and any responses received from the merchant.
Merchant’s response: _____

Additional information (dates of contact, by phone, e-mail, etc.) of cardholder’s attempt to resolve dispute with merchant: _____

**** The cardholder is not required to sign this form****

Member Account # _____ Teller Initials: _____