



**2. Cancelled Transaction, Cancelled Recurring Transaction or Not as Described or Defective Merchandise**

\*Did you cancel services?  Yes  No

If yes – Date of cancellation: \_\_\_\_\_

Spoke with: \_\_\_\_\_

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

\*Did you return merchandise?  Yes  No

If yes – Date returned: \_\_\_\_/\_\_\_\_/\_\_\_\_ Date Delivered: \_\_\_\_/\_\_\_\_/\_\_\_\_

Return Merchandise Auth. #: \_\_\_\_\_

Shipping Company Name: \_\_\_\_\_

Shipping/Tracking #: \_\_\_\_\_

Address shipped to: \_\_\_\_\_

Who signed for package? \_\_\_\_\_

If Merchandise was returned per Merchant instructions, please state Merchants instructions:

\_\_\_\_\_  
\_\_\_\_\_

\*Did you cancel a Recurring Transaction?  Yes  No

If yes – Date Recurring transaction canceled: \_\_\_\_\_

**3. Credit Not Processed**

\*Did you receive a credit voucher?  Yes  No

If yes – If Cardholder has a credit voucher, letter of intent to credit, or a refund acknowledgement that has not posted, provide:

Date of credit (if dated): \_\_\_\_/\_\_\_\_/\_\_\_\_

Invoice/Receipt number of the credit (if available): \_\_\_\_\_

**If none of the above dispute types applies, give details here:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

***Please remember to include any documentation necessary to support your dispute.***