



P.O. Box 9002, West Jordan, UT 84084 | (801) 260-7600

Cardholder Disputed Item Statement

Member Name:

Account #:

Address:

Cell/Daytime #:

City, State, Zip:

Card Number:

Email Address:

Type of Loss: Lost Stolen Card was in my possession at the time the transaction(s) occurred

I have examined the charges on my credit card and question the following transaction(s) (Attach additional sheets if necessary):

Merchant Name:

Amount:

Transaction Date:

The following explains my dispute. I certify the following:

Only one transaction was made with the above referenced merchant. On my statement, the same merchant has processed an additional charge to my account for the same amount, which I neither participated in nor authorized.

I participated in the above transaction, but have not received the merchandise. Describe your attempts to resolve the matter with the merchant as well as the expected date of delivery in the comment section below.

I participated in the above transaction(s), but have returned the merchandise/cancelled service(s) per the merchants instructions and have not received credit. Enclose a copy of the following: tracking number, receipt, and/or RMA #.

I contacted (or attempted to contact) the merchant and cancelled the monthly recurring transaction or my reservation. Please provide details in comment section below if necessary.

Date:

Cancellation #:

I was not given a cancellation #.

The shipped merchandise I received is defective. Describe in the space below the defect or damage and attempts to return the merchandise and the merchants response.

The merchandise/services were not as described. Please provide written documentation. Describe below in the comment section the difference between what was expected and what was provided (ie. color, quantity/quality, etc.).

