

Cardholder Dispute Form

NOTE - You must first contact the merchant to resolve before a dispute can be filed. Failure to contact the merchant may affect your dispute rights.

Merchant Contact Information

Date of contact: _____

Method of contact:

- By Phone at _____
 By Email (please provide email copies with dispute form)

What was the merchant's response? _____

Please choose the option that best matches your dispute and answer all applicable questions.

My merchandise/service was not what I expected.

What date was the merchandise/service received? _____

What was ordered? _____

Was it a counterfeit item? Yes No

Where is the merchandise currently located?

Did you return the items? Yes No

What date did you return the items? _____

How were the items returned?

Face to Face Fed Ex DHL UPS USPS Other

Tracking # _____

I was billed twice for the same transaction on my Robins Debit/Credit Card. I only authorized one charge of \$ _____. *The duplicate transaction must be within a week of the original transaction.*

I have not received credit for cancelled or returned merchandise/service.

Describe what was purchased. _____

What date did you expect to receive the merchandise/service? _____

Did you return the items? Yes No

What date did you return the items? _____

How were the items returned?

Face to Face Fed Ex DHL UPS USPS Other

Tracking # _____

Did you cancel? Yes No

Cancellation date _____

Why did you cancel? _____

For reservations:

Did the merchant bill for more than one night for a no-show? Yes No

Did you cancel within 24 hours of receiving reservation confirmation? Yes No

My merchandise was damaged or defective.

Describe what was purchased in detail and how it was damaged/defective. _____

What date was the merchandise received? _____

Did you return the items? Yes No

Date merchant received the returned items: _____

How were the items returned?

Face to Face Fed Ex DHL UPS USPS Other

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Updated March 2019



Tracking # _____

I have not received my merchandise/services.

Please provide a detailed description of what was ordered. _____

I expected my merchandise/service to be delivered on _____ .

Did you cancel? Yes No

What was the cancellation date? _____

Why did you cancel? _____

Was the merchandise delivered to the wrong location? Yes No

The merchant I did business with is not who they say they are.

Describe what was purchased and how it was misrepresented.

What date was the merchandise/service received? _____

Did you return the items? Yes No

What date did you return the items? _____

How were the items returned?

Face to Face Fed Ex DHL UPS USPS Other

Tracking # _____

I paid for goods or services by other means, but it also cleared through my debit/credit card.

This charge cleared on another RFCU Visa card. The card number is _____.

I am sending the required proof of payment. (ex: cash receipt, credit card statement, etc.)

My receipt shows \$_____ but I was billed \$_____. A copy of your receipt is required to process your request.

Other. If your dispute does not fall into one of the above items, please provide a detailed letter describing your dispute on a separate piece of paper.

Transaction Information

Date of Transaction	Amount of Transaction	Merchant

By signing below, I understand that if I do not provide the required information/documentation, my dispute credit may be delayed. I also understand that additional information/documentation may be requested to process my case. I have contacted the merchant and tried to resolve this dispute, before contacting Robins Financial Credit Union.

Name

Date

Card # Used

Account #

Signature (No digital signatures are accepted)

Phone #/Email Address

Submit a completed form to the following:

Fax: 478-322-7306

Email: cardservices@robinsfcu.org

Mail: PO Box 6849, Warner Robins, GA 31095