

## 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

Cardholder Dispute Form

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](mailto:cardservices@robinsfcu.org)

**Mail:** PO Box 6849, Warner Robins, GA 31095