



DISPUTE FORM

Fax: 701-461-3463

Merchant Name:
Dispute Amount:

Post Date:
Transaction Amount:

I have examined the charges made to my account and I am disputing the above item for one of the following reasons:

- 1. ___ The sales receipt amount was increased from \$_____ to \$_____.
2. ___ I did not authorize nor did I participate in the transaction.
3. ___ Although I did participate in a transaction with the merchant, I was billed for _____ transactions totaling \$_____ that I did not engage in, nor did anyone authorized to use my card. I do have my credit card in my possession. Enclosed is a copy of my authorized sales slip.
4. ___ I did participate in the transaction. However, I paid for the transaction using another form of payment. (Describe form of payment:_____
Enclosed is a copy of my form of payment (i.e. canceled check, other credit card statement, cash receipt, etc.)
5. ___ I did not receive \$_____ from an ATM located at _____
6. ___ I have not received the merchandise which was to have been shipped to me. The expected delivery date was _____ (MM/DD/YY). I contacted the merchant _____ (MM/DD/YY) and requested that my account be credited. I spoke with _____ (name).
7. ___ Merchandise was shipped to me which arrived damaged and/or defective (circle one) on _____ (MM/DD/YY). I returned it on _____ (MM/DD/YY). I contacted the merchant on _____ (MM/DD/YY) and requested that my account be credited. I spoke with _____ (name). Enclosed is an explanation of how the merchandise was damaged or defective.
8. ___ I notified the merchant on _____ (MM/DD/YY) at _____ am/pm to cancel the pre-authorized order/reservation. Cancellation # _____ (required).
Reason for cancellation: _____
Person I spoke to: _____
9. ___ I have returned/canceled (circle one) the merchandise on _____ (MM/DD/YY) because _____
Enclosed is documentation showing proof of return or cancellation.
10. ___ The attached credit slip was listed as a charge on my statement.
11. ___ I was issued a credit slip for \$_____ on _____ (MM/DD/YY), which has not been posted to my account.
12. ___ The charge in question was a single transaction (sale #1), but was billed twice to my statement. I did not authorize the second transaction.
Sale #1 \$_____ Ref. # _____
Sale #2 \$_____ Ref # _____
13. ___ I am not disputing this charge, however, I need a copy for my records.
14. ___ Other, please explain:

Visa Card #: _____
Cardholder Name: _____
Cardholder's Signature: _____
Date signed: _____ Daytime Phone /Fax #: _____