

# Transaction Dispute

**Service or Merchandise was not received or there was a delayed delivery of the Service or Merchandise**

## Account Information

Full name: \_\_\_\_\_

Card Number: \_\_\_\_\_ Card Type:  Debit  Credit

Member Number: \_\_\_\_\_

Contact Number: \_\_\_\_\_

**Please note: You are required to attempt to contact the merchant before you fill out this form. Failure to do so will result in your dispute being delayed or canceled.**

Date of most recent contact with merchant: \_\_\_\_\_

Contact Name: \_\_\_\_\_

How did you contact the merchant?  Phone  Email  Letter  In Person

**Please describe how you attempted to resolve the issue and include the outcome:**

**To assist in the dispute process and to better your chances of getting your money back, please collect and send ALL documentation (Ex. screenshots of texts, pictures, receipts, confirmation and cancellation emails) that you may have to [PaymentsandOperations@foothillcu.org](mailto:PaymentsandOperations@foothillcu.org). Please include 'Dispute Documents' along with your last name on the subject line.**



## **Service or Merchandise was not received or there was a delayed delivery of the Service or Merchandise**

Did you received a Confirmation number from the merchant? Yes No

- If you answered YES, please enter the Original Confirmation number as well as the method in which you received it (*Ex. email, mail, face-to-face, etc*)

What was the date of expected receipt of the merchandise? \_\_\_\_\_

Did the merchant cancel prior to the expected date? Yes No

If Yes, what date did the merchant cancel? \_\_\_\_\_

Did you cancel prior to the expected date? Yes No

If you answered YES, please only answer **Section 1**

If you answered NO, please only answer **Section 2**

### **SECTION 1**

1. What date was the order canceled and what is the reason why you returned/canceled the merchandise?

2. Were you advised of the purchase terms and conditions/cancellation policy? Yes No

3. Were you expecting a credit but were charged again? (if so a credit voucher is required) Yes No

4. Did you receive a credit voucher showing credit was issued but no credit has posted? Yes No

## **Service or Merchandise was not received or there was a delayed delivery of the Service or Merchandise**

### SECTION 2

1. What was the agreed upon location for delivery of merchandise?

2. Was the merchandise received? Yes      No

If you answered **Yes**, what date was the merchandise received? \_\_\_\_\_

3. Did you receive a partial portion of the expected merchandise? Yes      No

- If you answered **Yes**, please describe *what was received, what was missing, and any other relevant details*:

4. Was the merchandise returned? Yes      No

- If you answered **Yes**, please enter relevant details as to why you returned the merchandise:

5. Did you receive a partial portion of the expected merchandise? Yes      No

## Service or Merchandise was not received or there was a delayed delivery of the Service or Merchandise

Complete only if you ordered a Service

What was the Service that was purchased? (*provide detailed description and relevant detail including what happened*)

Did you receive a Confirmation number from the merchant? Yes      No

- If you answered **YES**, please enter the original order confirmation number as well as the method in which you received it (*Ex. Email, Face-to-Face, Phone, Mail, Etc*)

Did the merchant cancel the services? Yes      No

If Yes, what was the date the services were canceled? \_\_\_\_\_

What was the date of expected receipt of service? \_\_\_\_\_

Did you cancel prior to the expected date? Yes      No

If you answered **YES**, please only answer **Section 1**

If you answered **NO**, please only answer **Section 2**

## Service or Merchandise was not received or there was a delayed delivery of the Service or Merchandise

### SECTION 1

1. Did you receive a cancellation number from the merchant? Yes      No

If you answered YES, please enter the cancellation number as well as the method in which you received it (Ex. email, mail, face to face, etc)

2. What was the date of expected receipt of Service? \_\_\_\_\_
3. What was the date the Service was canceled? \_\_\_\_\_
4. What is the reason the service was canceled?

5. Were you advised of the purchase terms and conditions/cancellation policy? Yes      No
6. Were you expecting a credit but were charged again? (If so a credit voucher is required)  
Yes      No
- If you answered **NO**, did you receive a credit voucher showing credit was issued but no credit has posted? Yes      No

### SECTION 2:

1. Was the Service received? Yes      No
- If you answered **YES** please answer the following questions:
    - a) What was the date you received the Service? \_\_\_\_\_
    - b) Did you receive only a partial portion of the service expected? Yes      No
  - If you answered **NO** please answer the following question:
    - a) Was the Service declined? Yes      No

