

**13.3 - Defective/Not as Described**

Amount:  Dispute Full Amount  Dispute Partial Amount

Acceptance Amount: \$ \_\_\_\_\_

Financial Processed Date: \* \_\_\_\_\_ (mm/dd/yyyy)

Why are you not accepting full responsibility? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Response Reason: Proof of Manual Imprint**

Comment: \_\_\_\_\_

Note: \_\_\_\_\_

\_\_\_\_\_

**Response Reason: Cardholder No Longer Disputes**

Comment: \_\_\_\_\_

Note: \_\_\_\_\_

\_\_\_\_\_

**Response Reason: Credit Processed**

Explanation: \_\_\_\_\_

\_\_\_\_\_

Credit Amount: \* \$ \_\_\_\_\_

Credit Processed Date: \* \_\_\_\_\_ (mm/dd/yyyy)

Acquirer Reference Number: \* \_\_\_\_\_

Note: \_\_\_\_\_

\_\_\_\_\_

**Response Reason: Invalid Dispute**

Comment: \_\_\_\_\_

**Invalid Dispute Reason: Services or merchandise were provided prior to cancellation date**

What cancellation date did the cardholder request?: \* \_\_\_\_\_ (mm/dd/yyyy)

Note: \_\_\_\_\_

**Response Reason: Invalid Dispute**

Comment: \_\_\_\_\_

**Invalid Dispute Reason: Disputed amount is due to value added tax**

What cancellation date did the cardholder request?: \* \_\_\_\_\_ (mm/dd/yyyy)

Note: \_\_\_\_\_

**Response Reason: Invalid Dispute**

Comment: \_\_\_\_\_

**Invalid Dispute Reason: Returned merchandise is being held in a custom agency outside merchant's country**

What cancellation date did the cardholder request?: \* \_\_\_\_\_ (mm/dd/yyyy)

Note: \_\_\_\_\_

**Response Reason: Invalid Dispute**

Comment: \_\_\_\_\_

**Invalid Dispute Reason: Merchant properly disclosed a limited return or cancellation policy at the time of transaction**

What cancellation date did the cardholder request?: \* \_\_\_\_\_ (mm/dd/yyyy)

Note: \_\_\_\_\_

**Response Reason: Invalid Dispute**

Comment: \_\_\_\_\_

**Invalid Dispute Reason: Cardholder received merchant cancellation or return policy and did not cancel according to policy**

What cancellation date did the cardholder request?: \* \_\_\_\_\_ (mm/dd/yyyy)

Note: \_\_\_\_\_

**Response Reason: Invalid Dispute**

Comment: \_\_\_\_\_

**Invalid Dispute Reason: Dispute is for the quality**

What cancellation date did the cardholder request?: \* \_\_\_\_\_ (mm/dd/yyyy)

Note: \_\_\_\_\_

**Response Reason: Invalid Dispute**

Comment: \_\_\_\_\_

**Invalid Dispute Reason: Cardholder did not attempt to return merchandise**

What cancellation date did the cardholder request?: \* \_\_\_\_\_ (mm/dd/yyyy)

Note: \_\_\_\_\_

**Response Reason: Invalid Dispute**

Comment: \_\_\_\_\_

**Invalid Dispute Reason: Not listed above**

What cancellation date did the cardholder request?: \* \_\_\_\_\_ (mm/dd/yyyy)

Note: \_\_\_\_\_