

**12.4 - Incorrect Card Number**

**Amount:**

Dispute Full Amount

Dispute Partial Amount

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

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

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

\_\_\_\_\_  
\_\_\_\_\_

**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: \_\_\_\_\_