

# ESL POS/Visa® Check Card Purchase Transaction Dispute Form

Card Number: \_\_\_\_\_ Account Number: \_\_\_\_\_  
Transaction Date: \_\_\_\_\_ Posting Date: \_\_\_\_\_ Amount: \$ \_\_\_\_\_  
Merchant Name: \_\_\_\_\_ City/State: \_\_\_\_\_

☐ **I am disputing the above charge for the following reason: (Check only ONE):**

**I contacted the merchant to resolve dispute on: \_\_\_\_/\_\_\_\_/\_\_\_\_ (response in details below):**

\_\_\_\_ I have not, nor has anyone authorized by me, engaged in this transaction. My card was reported lost OR stolen on \_\_\_\_/\_\_\_\_/\_\_\_\_.

\_\_\_\_ I have not authorized or participated in any way in this transaction. My card has not been out of my possession.

\_\_\_\_ The amount billed is incorrect. I have enclosed my copy of the sales slip dated \_\_\_\_/\_\_\_\_/\_\_\_\_.  
The correct amount is \$ \_\_\_\_\_.

\_\_\_\_ I am disputing the following charges for lodging for \$ \_\_\_\_\_. (Give details in space below.)

\_\_\_\_ I am disputing the following charges for vehicle rentals for \$ \_\_\_\_\_. I returned the vehicle on \_\_\_\_/\_\_\_\_/\_\_\_\_.  
(Give details in space below.)

\_\_\_\_ I am disputing a guaranteed reservation service "no show" charge. My reservation was for \_\_\_\_/\_\_\_\_/\_\_\_\_.  
The cancellation number is \_\_\_\_\_. The date of cancellation is \_\_\_\_/\_\_\_\_/\_\_\_\_.

\_\_\_\_ The merchant continues to charge my account for a recurring payment that I canceled on \_\_\_\_/\_\_\_\_/\_\_\_\_ by  
(circle one) **phone** OR **writing**.

\_\_\_\_ I have (check one) ☐ returned OR ☐ attempted to return the merchandise on \_\_\_\_/\_\_\_\_/\_\_\_\_.  
The merchant refused to: (check one) ☐ adjust the price, ☐ repair or replace the goods or other things of value,  
☐ issue a credit, OR ☐ give details below. (Please enclose proof of return if available.)

\_\_\_\_ I have engaged in the transaction listed and have contacted the merchant in an attempt to resolve the dispute. The  
delivery day was to be \_\_\_\_/\_\_\_\_/\_\_\_\_ - **OR** - I canceled the order on \_\_\_\_/\_\_\_\_/\_\_\_\_ and was not credited.

\_\_\_\_ The merchandise was shipped, but arrived broken or unable to be used for the purpose sold. See details below.  
I have (check one): ☐ Returned ☐ Attempted to return the merchandise and contacted the merchant on  
\_\_\_\_/\_\_\_\_/\_\_\_\_ to attempt to resolve this to no avail. (Enclose a copy of the shipping receipt if available.)

\_\_\_\_ I have contracted with the merchant for services described below to be provided on \_\_\_\_/\_\_\_\_/\_\_\_\_. I have  
not received them. I contacted the merchant in order to resolve the dispute to no avail.

\_\_\_\_ The charge listed was paid previously by another method. I am enclosing proof. I have tried to resolve this with the  
merchant.

\_\_\_\_ My credit slip was listed as a sale on my account. A copy of my credit receipt is enclosed.

\_\_\_\_ I participated in one transaction at the merchant location, but NOT the transaction listed. I, or someone authorized by  
me, was in possession and control of all cards at the time of the transaction. The authorized amount is  
\$ \_\_\_\_\_ on \_\_\_\_/\_\_\_\_/\_\_\_\_.

\_\_\_\_ I have not received a credit to my account for the transaction listed. I have enclosed a copy of the credit receipt issued.

\_\_\_\_ The charge was a single transaction but has been posted \_\_\_\_\_ times to my account.

Details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Cardholder Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Telephone Number (Day): \_\_\_\_\_ Email address: \_\_\_\_\_ ESL Rep Teller # \_\_\_\_\_