



Plastic Card Dispute – Defective or Damaged Merchandise

Member Name: _____ Member #: _____

Card Number: _____

(The individual listed on this plastic card must be the one to complete this form)

On ___/___/___ (Date), I returned merchandise back to the merchant/company and it has now been **30 days** from the date of returning it. I understand that I **MUST PROVIDE PROOF OF RETURN** and that if replacement merchandise is received, I will notify Hanscom Federal Credit Union; otherwise, Hanscom Federal Credit Union will charge back the charges in question at the end of the 30 days on my behalf.

On ___/___/___ (Date), I ordered _____ (describe the merchandise or write in "see attached Purchase Order") from _____ (Name of Merchant/Company) for \$ _____ (amount of purchase).

On ___/___/___ (Date), I spoke with _____ (Name of individual who works at Merchant/Company) and they said the following:

(Note: Please be certain that you are completing the correct form. An inaccurate form will delay or possibly cause Hanscom Federal Credit Union to dispute for the wrong reason and lose the case, ultimately causing a loss to you.)

Due to the lack of merchandise or credit, and the wait of 30 days per Card Network Regulations, I am now requesting a charge back on the above charges as "Defective/Damaged" merchandise.

➤➤ Please provide a daytime telephone number you can be reached at: _____ <<

Please credit my account for the above charge(s).

➤➤ Signature: _____ Date: _____ <<

Please bring this completed form to a local branch or you may fax this form to Card Services at 978-952-8533