

Dispute Form

We advise you to attempt to resolve with the merchant, as that is usually the fastest way to resolve a dispute. If you want to file a dispute with TomoCredit, please complete and sign this form with your detailed information. Provide copies of all documentation that will help us investigate your dispute (contracts, invoices, detailed letter, cancellation number, etc.) Do not mail your dispute form or letter with your credit card account payment.

Your Name: _____ Transaction Amount: \$ _____
Last 4 digits of your card: _____ Disputed Amount: \$ _____
Merchant Name: _____ Transaction Posted Date: ____/____/____

Please tell us why the item noted is in error. Only check one box that fits the description.

- I don't recognize the merchant
 - I am in possession of my card
 - I am not in possession of my card
 - I lost my card on this date: ____/____/____
 - Send police report along with this form

- I was never credited for a voided or canceled transaction
 - If it was a voided transaction, send the copy of voided receipt
 - If it was a returned merchandise
 - Return date of merchandise : ____/____/____
 - If it was returned in person, send the copy of Returned Receipt
 - If it was returned in mail - Tracking number: _____

Describe your conversation with merchant

Good or services not as described by merchant

What goods or services were purchased?

How were goods or services not as described?

Describe your conversation with merchant

I was billed for a wrong amount

What amount should have been billed? \$ _____

Send the receipt along with this form.

Describe your conversation with merchant

Transaction in question was a single transaction but was posted twice to my account. I do not authorize the second transaction

Transaction 1 Posted Date: ____/____/____ Sales# 1. \$ _____

Transaction 2 Posted Date: ____/____/____ Sales# 2. \$ _____

Describe your conversation with merchant

Canceled Recurring Charge

Upload confirmation email or ticket number

Describe your conversation with merchant

Other Issue

Explain your issue

Describe your conversation with merchant

Send any supporting documentation with this email

Signature :

Date : / /

Email :

Phone :