



I certify that the above-mentioned charge was not made nor authorized by me.

The signature on the sales slip is not mine and I neither made nor authorized this transaction. My credit card was in my possession at the time when the transaction was done.

I certify that the merchandise was ordered by me to be sent to address _____
but I never received the merchandise.

I certify that the good(s) or service(s) were ordered by me but the order was cancelled on _____.

I ordered and received goods which were faulty/defective or not as described/displayed and I returned the item(s) to the supplier. (Attached is a copy of the documentation to prove merchandise was returned to the merchant.)

I certify that the transaction was paid for by other means i.e. cash, cheque (Please find attached a copy of cash receipt or cheque.)

Please use this section to provide any additional details which may assist in the resolution of your dispute. Please write in BLOCK LETTERS.

Cardholder Signature

Date