

CHARGEBACK LETTER: NON-RECEIPT OF MERCHANDISE

05/10/11

_____ (Date)

Service Credit Union
PO Box 1268
Portsmouth, NH 03801
ATTN: Electronic Services Department – Chargebacks

8-DIGIT ACCOUNT # _____

16-DIGIT CARD # _____

On _____ (Date), I ordered _____ (describe merchandise or “see attached Purchase Order”) from _____ (Name of merchant) for \$_____.

I understand that the merchant has up to 30 days to provide credit to my account or provide me with the merchandise ordered. If I receive the merchandise, I will contact Service CU and advise; otherwise, if no credit's been received by the merchant within 30 days, Service CU will charge back on my behalf with provisional credit at that time.

On _____ (Date), I spoke with _____ (Name of person at Merchant) and they said - _____

Due to the lack of merchandise or credit, and the wait of 30 days per Visa® regulations, I am now requesting a charge back on the above charge(s) as “Non-Receipt of Merchandise”.

Please credit my account for the full amount listed above.

Sincerely,

PRINT Cardholder's Name

Cardholder's Signature

(NOTE: Please be sure that you are completing the correct form. An inaccurate form will delay or possibly cause Service Credit Union to dispute for the wrong reason and lose the case, ultimately causing a loss to the above cardholder.)

*Please bring letter to local branch office or fax to Electronic Services at 603-422-8458.