I.M.P.A.C.® CARD SERVICES

I.M.P.A.C.® CARDHOLDER STATEMENT OF QUESTIONED ITEM

(Please print or type in black ink.)

CARDHOLDER NAME (please print or type) _____ ACCOUNT NUMBER _____

CARDHOLDER SIGNATURE _____

The transaction in question as shown on Statement of Account:

Transaction Date	Reference Number	Merchant	Amount	Statement Date

Please read carefully each of the following situations and check the one most appropriate to your particular dispute. If you have any questions, please call us toll-free at 1-888-994-6722. We will be more than happy to advise you on this matter.

1. **UNAUTHORIZED MAIL OR PHONE ORDER**
   - ❑ I have not authorized this charge to my account. I have not ordered merchandise by phone or mail or received any goods or services.
2. **DUPLICATE PROCESSING – THE DATE OF THE FIRST TRANSACTION WAS _____ .**
   - ❑ The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchant for this amount. My card was in my possession at all times.
3. **MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF $_____ .**
   - ❑ My account has been charged for the above transaction, but I have not received the merchandise or service. I have contacted the merchant but the matter was not resolved. **(Please provide a separate statement detailing the merchant contact, and the expected date to receive merchandise.)**
   - ❑ My account has been charged for the above listed transaction. I have contacted the merchant on _____ (date) and cancelled the order. **I will refuse delivery should the merchandise still be received.**
4. **MERCHANDISE RETURNED IN THE AMOUNT OF $ _____ .**
   - ❑ My account has been charged for the above listed transaction, but the merchandise has since been returned. ***Enclosed is a copy of my postal or UPS receipt.***
5. **CREDIT NOT RECEIVED**
   - ❑ I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. A copy of the credit voucher is enclosed. (Please provide a copy of this voucher with this correspondence.)
6. **ALTERATION OF AMOUNT**
   - ❑ The amount of this charge has been altered since the time of purchase. **Enclosed is a copy of my sales draft showing the amount for which I signed.** The difference of amount is $ _____.
7. **INADEQUATE DESCRIPTION/UNRECOGNIZED CHARGE**
   - ❑ I do not recognize this charge. Please supply a copy of the sales draft for my review. I understand that when a valid copy is sent to me, a Statement of Questioned Item Form must be provided and will include the copy of the sales draft if a further dispute exists. If a copy of the sales draft cannot be obtained, a credit will appear in my account.
8. **COPY REQUEST**
   - ❑ I recognize this charge, but need a copy of the sales draft for my records.
9. **SERVICE NOT RECEIVED**
   - ❑ I have been billed for this transaction, however, the merchant was unable to provide the services.
   - ❑ Paid for by another means. My card number was used to secure this purchase, however final payment was made by check, cash, or another credit card. (Enclosed is my receipt, canceled check (front & back), copy of credit card statement, or applicable documentation demonstrating that payment was made by another means.)
10. **NOT AS DESCRIBED**
    - ❑ (Cardholder must specify what goods, services, or other things of value were received.) The item(s) specified do not conform to what was agreed upon with the merchant. (The cardholder must have attempted to return the merchandise and state so in their complaint.)

    _____
11. If none of the above reasons apply – please describe the situation: _____

    _____

    (Note: Provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate sheet of paper, if necessary, and sign your description statement.)

MAIL TO: I.M.P.A.C. Card Services, P.O. Box 6347, Fargo, ND 58125-6347
FAX TO: (701) 461-3466

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