

# Transaction Dispute Form

This form must be completed and submitted as soon as a disputed transaction is identified. Transaction Dispute Forms **must be received within 90 calendar days from the original transaction(s) completed date**. Otherwise, your dispute rights might be compromised. Complete **all fields** in this form. Incomplete forms will delay the dispute process.

**If you have additional questions, please contact the Mesh customer service or your account manager.**

## REASON FOR THE DISPUTE- PLEASE CHOOSE ONLY ONE

A. Service Not Provided

B. Fraud - I certify the charge(s) above was/were not made by me or a person authorized by me to use my card, nor were goods or services represented by the above transaction(s) received by me.

Date card details were lost or stolen: \_

### In case you chose option A, please fill in the following details:

1. Are you disputing the full amount? If not, what is the amount you are disputing and why?
2. What was not received?                      A. Merchandise                      B. Service
3. Please provide a detailed description of what was purchased and an explanation of the dispute.

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4. Did you or the merchant cancel the order/service/subscription? If yes, when?
5. What was the expected receipt time for the merchandise?
6. Did you cancel prior to the expected receipt date?
7. Please provide any additional information and the correspondence between you and the vendor (Please provide screenshots)

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### In case you chose option B, please fill in the following details:

1. Did you cancel/suspend the card? When?
2. Please provide any additional information

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\* For section A, please send your written response in a separate document.

I acknowledge that all information contained or submitted with this declaration is true.

#### Admin's Signature:

Entity Name	Admin Name	Signature	Date

#### List of disputed transactions:

# Please fill in the Excel document attached to the file.