

Disputed transactions

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Transaction details

Credit card number: _____ Amount: _____
Date of transaction: _____ Store: _____

I hereby confirm that (multiple answers possible)

- I have not consented to this charge, either verbally or in writing, nor have I signed a receipt for it and I have never received goods or a service.
- I signed a receipt amounting to _____ but, my account was debited with the amount of _____ (see enclosed copy).
- my credit card was charged twice for a purchase I made.
- the credit receipt issued by the store was not credited to my account (see enclosed copy of the credit receipt).
- the credit receipt issued by the store was debited from and not credited to my account (see enclosed copy of the credit receipt).
- I cancelled the reservation on: _____ in writing/by telephone (please underline as appropriate).
The cancellation number is _____.
- I was not at this hotel and nor did I reserve a room.
- with regard to the charge of _____ I ordered goods/services but never received them. Furthermore, on _____ I contacted the issuer of the invoice Mr/Ms _____ in writing/by telephone (please underline as appropriate), in order to clarify this matter (see enclosed documentation.)
Detailed description of the goods/service: _____
- I chose an alternative means of payment (see enclosed proof of payment). Furthermore, on _____ I contacted Mr/Ms _____, the issuer of the invoice, in writing/by telephone (please underline as appropriate) to clarify this matter (see enclosed documents).
- I do not accept the exchange rate difference of _____ as I gave neither my written nor verbal consent to the respective charge.
- I already cancelled the subscription. The cancellation was made on _____ (see enclosed copy of the cancellation).
- I consented to the charge in EUR but was not informed about a direct debit in CHF (see enclosed copy of the receipt).
- Other reasons: _____

I confirm that I have not lost my card nor was it stolen from me.

Last name: _____ First name: _____
Home tel.: _____ Tel. (office): _____
Cell phone: _____ email: _____
Date: _____ Signature: _____