

COMPLAINT FORM MERCHANDISE NOT RECEIVED/ NOT AS DESCRIBED/DEFECTIVE

Personal information

First name

Last name

XXXX XXXX XXXX _ _ _ _

Card number (the last 4 digits)

Account number

Mobile phone number

Merchant name/location

Date of transaction

Transaction amount in CHF

Transaction amount in foreign currency

Important: I confirm that my card was neither lost nor stolen and was always in my possession.

Details pertaining to the disputed transaction

I ordered a product and my card account was charged with the corresponding amount, but the product:

never arrived

is not as described

is defective

On _ _ . _ _ . _ _ _ _ _ i attempted to contact the merchant and to clarify the matter as follows:

in writing (email, fax, letter)

by phone: contact person _____

The result of my contact attempt

Mandatory attachments

copy of written contact with the merchant (if applicable)

order documents



Also required with defective or differing product

detailed explanation of defect or discrepancies regarding ordered product

evidence of returning the product (postal receipt)

Comments on your complaint

Signature

The signatory herewith confirms that the above-mentioned statements are truthful and complete.

For unjustified complaints and/or incorrect or missing information provided in the present form and/or during the complaint procedure, we reserve the right to invoice you with a flat rate of CHF 80 as a cost sharing fee.

This form is only valid with a legally valid signature of the cardholder.

X _____ **X** _____
Place/date Signature of cardholder

Please print the completed form and send it signed and with the supporting documents to:
Swisscard AECS GmbH, Chargeback, Neugasse 18, CH-8810 Horgen.

