



## Dispute form

### Purchase not received or fake product received

Cardholder name \_\_\_\_\_

ICS customer number \_\_\_\_\_

**Your ICS customer number is printed on your account statement.**

Card number (please enter the last four digits of your ICS credit card)

XXXX	XXXX	XXXX	XXXX	XX	XX	XX	XX
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Name of merchant \_\_\_\_\_

Payment date \_\_\_\_\_

Amount \_\_\_\_\_ (please specify the amount in the original currency, e.g. USD 100)

#### Reason for disputing the transaction (tick only one option)

**Option A** I have received the wrong items.

Please include the following three documents with this dispute form:

- 1 A copy of your statement, with the relevant payment circled.
- 2 Proof that you have been in contact with the merchant, clearly describing what you ordered and what you have received.
- 3 A detailed description of your order, e.g. a copy of the order confirmation.

**Option B** The goods have not been delivered or services have not been rendered.

Please include the following three documents with this dispute form:

- 1 A copy of your statement, with the relevant payment circled.
- 2 Proof that you have been in contact with the merchant.
- 3 A detailed description of your order, e.g. a copy of the order confirmation.

**Option C** I have received fake items.

Please include the following three documents with this dispute form:

- 1 A copy of your statement, with the relevant payment circled.
- 2 Proof that you have been in contact with the merchant.
- 3 An original statement from an authorised reseller that the product received is a fake.\*

\* Show the product received to an authorised reseller and ask for a written statement that the product is a fake.

Please complete this form in full and sign it. Only fully completed forms accompanied by the requested supporting documents will be accepted. By signing this form, you declare that the form has been completed in full and truthfully.

Town/city \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_

Please send the form and requested supporting documents in PDF format (max. 5 MB) to [chargeback@icscards.nl](mailto:chargeback@icscards.nl).  
Alternatively, you can send the documents by post in a sealed envelope with the correct postage to:  
International Card Services BV, Chargeback Department, P.O. Box 23225, 1100 DS Diemen, the Netherlands.  
You could keep a copy of the form and supporting documents for your own records.