

Chargeback Dispute Form

Please fill out this PDF form on your computer. Make sure to save the file when completed and then send it to us by email attachment to chargeback@ecomm365.com



Version: 20180814

Chargeback Details

Card Number:

Acquirer Reference No. (ARN):

Currency: EUR € GBP £ USD \$

Amount: Accept Defend

Has the customer been refunded? YES NO

Has the customer tried to resolve the dispute with you? *YES NO

*If YES, please give details.

Reason for defending the chargeback

Please attach supporting documents and check the box:

KYC Delivery information Contact with the customer

Save and email this completed form to chargeback@ecomm365.com

Please also use this email address if you have any queries or for support.