

Acknowledgement Form for Handling of Dispute / Chargeback of Online Credit Card Transaction

Merchant Name : _____

Date : _____

The purpose of this form is to assist merchant to have a better understanding & how to handle disputes.

This acknowledgement form should only be served as a guide during its dispensing. The handling procedure and the required supporting documents may vary from time to time in accordance with the change of card brand associations rules.

A. HANDLING & PREVENTION OF DISPUTE / CHARGEBACK / FRAUD	Acknowledgement (Pls tick, v)
1. Merchant shall revert whether to refund or to submit the supporting document to defend the dispute before the due date to avoid any chargeback.	
2. The supporting document must be provided : a. For Sales of Physical Products : <ul style="list-style-type: none"> • Consignment Notes with recipient's name & signature • Consignment Tracking Details • Sales Invoice b. For Sales of a Service : Any document that able to prove service has been rendered	
3. In the event of merchant unable to provide any supporting documents as stated in item 2 or the provided supporting documents fail to prove for the transaction authorization and / or delivery of goods / services, merchant shall call the credit card holder to fill up the Dispute Cancellation Form.	
4. According to the bank requirement, merchants shall keep all the supporting documents for at least 1 year from the date of transaction for document retrieval purpose & submit to Bixzee ePayment upon bank's request.	
5. Merchant shall be fully responsible for all fraud / disputed / charged back transactions.	
B. MERCHANT'S ACKNOWLEDGEMENT	
Name :	Signature & Company Stamp :
Position :	
Date :	
Remark :	