

# Help Prevent Dissatisfied/Not as Described Disputes



**DON'T**  
*do business*  
**WITHOUT IT™**



You want your customers to be happy with the products or services you provide. Yet there may be times that they feel dissatisfied with the quality of your product/service or they feel it was not as described or agreed upon. Here are some tips to help you prevent and resolve dissatisfied/not as described disputes.

## 7 Tips for Helping Prevent Disputes

- TIP: 1** Ensure and keep records that the exact products/services (as described to Card Members at the time of purchase) were delivered.
- TIP: 2** Provide detailed item descriptions and costs of what Card Members ordered on invoices, online order confirmations and agreements. Keep records of all documentation.
- TIP: 3** On invoices and online orders, be sure to include your contact information and instructions for what to do when products/services are not as described or are damaged.
- TIP: 4** Clearly display and present your terms and conditions, including your refund and other relevant policies (e.g., all sales are final) and when possible, request that Card Members agree to your terms.
- TIP: 5** Promptly rectify/resolve claims or grievances raised by Card Members and keep a record that you made an attempt to repair/replace damaged/defective items.
- TIP: 6** Promptly issue credit or replacement within 7 days of determining that a credit is due. Inform Card Members of the approximate date the credit will be issued. Or, if providing a replacement, notify them when they can expect to receive it.
- TIP: 7** When applicable, keep detailed records addressing specific claims made by Card Members and highlight how you rectified/remediated the dispute.

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For additional help with responding to disputes, please see our [Disputes Reference Guide](#).

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To learn more about ways to prevent disputes, visit  
**[americanexpress.com/managedisputes](https://americanexpress.com/managedisputes)**.