

QUICK TIPS FOR PREVENTING DISPUTES



SO YOU CAN FOCUS ON YOUR RETAIL STORE

1. Issue timely credit for returned, cancelled, or not received merchandise
2. Provide the full delivery address on the proof of delivery, or ensure that the order form includes the delivery address and links to the proof of delivery/tracking number
3. Make sure your business information is easily recognizable on the Card Member's statement, and provide a customer service telephone number
4. If a credit is not being issued (for returned, cancelled, etc.) provide a complete explanation why credit is not due
5. If you participate in Buy Online, Pick Up In Store, obtain the Card Member's signature when the merchandise is picked up
6. For service installations, obtain the Card Member's signature on the work order and set Card Member's expectations on any delays
7. For damaged/defective/dissatisfied/not as described merchandise, ensure repairs and/or exchanges are handled to the Card Member's satisfaction. Advise what has been done to correct the situation or remediation steps you will take in future
8. Submit billing only after the product/service is shipped/provided: do not bill for backordered items or voided transactions

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