NORDSTROM CREDIT CARD DISPUTE RESOLUTION FORM

Please return this form and any supporting documents via fax to 866.445.0429 or mail to Nordstrom Card Services, Attn: Dispute Dept., PO Box 6554, Englewood, CO 80155.

If you’re disputing unauthorized or fraudulent charges, please contact our customer service department at 800.964.1800 and do not complete this form.

Your name (required): ___________________________________________________ Account number (required): ___________________________________________

Email address: _________________________________________________________ Phone number (required): ____________________________________________

Merchant’s name: ________________________________________________________________________________________________________

Transaction amount: ___________________________________________________ Transaction date: ____________________________ Dispute amount: _______________________________

Cardholder’s signature (required): ___________________________________________________________________________________________ Today’s date: __________________________________

FOR STATEMENT ERRORS
If you’re concerned about an error on your monthly billing statement, describe what’s wrong. Please know we must be notified of any billing errors in writing within 60 days of when the applicable statement was mailed. ___________________________________________________________________________________________________________________

FOR MERCHANDISE AND/OR SERVICES
Describe the merchandise or service ordered: ____________________________________________________________

Describe your attempt(s) at resolution with the merchant and their response (required prior to opening a dispute). We encourage you to provide as much information as possible and you may attach additional pages if needed: _____________________________________________________________________________________________________________________

Date of most recent contact with the merchant: __________________________________________________________________________________

Complete the section below that corresponds with your reason for dispute:

☐ DID NOT RECEIVE MERCHANDISE/SERVICE

I expected delivery on (date): ____________________________________________________________________________________________

☐ RETURNED MERCHANDISE BUT DID NOT RECEIVE CREDIT

Were you advised of a return policy?   ____ No   ____ Yes (explain): _________________________________________________________________________________________________________

Date returned: _______________________ Date received by merchant: ______________________

Return Merchandise Authorization (RMA) number, if provided: _______________________________________________________________________

Shipping company: _______________ Tracking number: _________________

Reason for return: __________________________________________________________________ Date on credit slip: ______________________________________________________________________

Credit invoice/receipt number: ________________________________________________________________________________________________

If you have a credit slip, voucher or refund acknowledgement, please provide or enclose a copy.

☐ CANCELLED SERVICES BUT DID NOT RECEIVE CREDIT

Were you advised of a cancellation policy?   ____ No   ____ Yes (explain): _________________________________________________________________________________________________________

Date of cancellation: _______________________ Spoke with: ______________________

I cancelled this recurring transaction with the merchant on (date): ________________________________________________________________________________

Cancellation code/number: ____________________ Reason for cancellation: ______________________

Describe how you cancelled this transaction (phone, email, other): ________________________________________________________________________________
QUALITY OF MERCHANDISE/SERVICES*

Describe the issue with the merchandise/service: ____________________________________________________________________________________________________________________________

Date merchandise returned and received by merchant: ______________________________________________________________________________________________________________________________

Return Merchandise Authorization (RMA) number, if provided: ________________________________________________________________________________________________________________________

Shipping company: ____________________________________________  Tracking number: ___________________________________________________

Date of credit: ____________________________________________  Credit invoice/receipt number: __________________________________________

If you have a credit slip or voucher or a refund acknowledgement, please enclose a copy.

* Due to differing laws in international countries, international transactions do not have the same consumer protection rights as transactions originating in the U.S. We will make every effort to assist you; however, we cannot guarantee a favorable outcome for all disputed transactions.

FOR TRANSACTION ERRORS

Describe your attempt(s) at resolution with the merchant and their response (required prior to opening a dispute). We encourage you to provide as much information as possible and you may attach additional pages if needed: _______________________________________________________________________________________________________
________________________________________________________________________________________________________________________________

Date of most recent contact with the merchant: __________________________________________________________________________________________________________________________________

Complete the section below that best describes your reason for dispute:

☐ DUPLICATE TRANSACTION

Date of valid charge: ___________________________  Date of duplicate charge: ___________________________

☐ NON-RECEIPT CASH/ATM

Transaction reference number:

□ I made a single attempt and did not receive cash.
□ I made multiple attempts and only received cash on one of those attempts.
□ I attempted to withdraw $ __________, but only received $ ________.
□ Other: __________________________________________________________________________________________________________________________________________________________________________

☐ INCORRECT TRANSACTION AMOUNT

The transaction posted for $ __________, but should have posted for $ ________.

Required: Please supply a copy of the receipt showing the correct amount.

☐ CREDIT POSTED AS DEBIT IN ERROR

A credit for $ __________ was posted to my account as a debit.

Required: Please supply a copy of the credit receipt received from the merchant.

☐ PAID BY OTHER MEANS

I paid for these goods or services by (please indicate which method):

□ Check  □ Cash  □ Bank Card  □ Other (explain): ______________________________________________________________________________________________________________________________

Required: Please supply proof of other means of payment, such as another bank card statement, a copy of the front and back of a cancelled check or a cash receipt.