

Not as Described, Faulty, Damaged

Dispute a transaction because you've received goods or services that are not as described, faulty or arrived damaged

Please provide all of the requested information, read and confirm the declaration at the bottom of this form, and then save this PDF and email it as an attachment to disputes@tescobank.com.

Please include any supporting documentation like receipts and communications with the merchant as attachments with your email. This will help us resolve your dispute as quickly as possible.

Privacy Policy

When you submit this claim we will share the data you have provided with the merchant that the transaction relates to and their bank. We will share any further data we receive from the merchant with you.

For further details on how Tesco Bank will use your personal data and for details of your rights please see our privacy policy www.tescobank.com/help/privacy-and-cookies.

Account holder's name:

Last 4 digits of your credit card number:

Postcode:

Mobile number:

Email address:

Transaction details

Please enter all details as they appear on your statement.

Transaction date: / /

Merchant name:

Transaction amount:

If you only want to dispute part of the transaction on your statement, enter the amount you want to dispute here.

Disputed amount:

Description of goods/services:

Specified delivery date (if known): / /

If you have a report from an independent expert detailing the faults, please send it to us along with this form.

Description of fault:

Date last contacted merchant: / /

Merchant's response:

Did you return the goods to the merchant or make them available for collection?

Yes

No

How we will contact you

After submitting this form, we will contact you by text to confirm your dispute has been processed. If we need more information we will contact you by phone.

Declaration

Please tick the box to confirm you have read and understood the following:

- The above details are correct and true
- I understand the merchant has 45 days to challenge the dispute, and Tesco Bank will notify me in writing if they do
- I understand Tesco Bank have the right to re-debit my account if the dispute is unsuccessful

Date: / /

What's next

Please save this file and email it as an attachment to disputes@tescobank.com, along with any supporting documentation like receipts and communications with the merchant.
