

Transaction Dispute Form

Customer Name: Culinary Concepts Limited - Neil Corke.....

Card Number (first six & last four digits) 439744 ** **** 1206..... Reference: T741U98.....

Transaction Date (DD / MM / YYYY)	Transaction Amount (as on a statement)	Disputed Amount (whole or partial transaction)	Merchant Name
15/02/22	£1274.27	Whole amount	Larry Lannin

If you are disputing more transactions, please provide the additional transactions on a separate sheet, but in the same format.

Goods/Services not received – I have paid for the goods / services; however, I have not received what I paid for.

Goods are counterfeit – I have paid for the goods, which I thought to be from a legitimate retailer; however, the goods turned out to be counterfeit.

Goods/Services not as described / misrepresented / defective – I have purchased the goods / services; however, the goods were damaged, or goods / services were different to what I initially paid for.

Goods/Services cancelled – I have cancelled goods / services with the Merchant within the agreed timeframes; however, the Merchant have not refunded me.

Credit/Refund not processed – I have returned the goods / services to the Merchant (in person) and I have been provided with a refunds receipt; however, I have not been refunded onto the account. The transaction was voided, but I still have been charged and not refunded.

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Recurring Payment – I have cancelled a Recurring Payment with the Merchant; however, they have charged me again. I confirm that the payment in question does not relate to paying off goods / services in installments.

Incorrect currency – I recognise the transaction(s) in question; however, the currency, in which I was charged differs to what I initially agreed.

Duplicate payment(s) – I have purchased goods / services and I should have been charged once;

Other – Grounds for dispute do not fall into the categories listed above (please provide full details in the section below, along with supporting documentation).

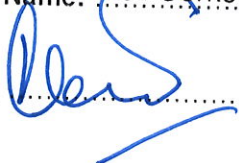
Please provide a detailed a description of the reason for dispute; if the space below is not enough, please attach additional sheet, describing the issue.

The merchant operated a vehicle repair workshop (Larrys of Benitachell) and was engaged to resolve an engine oil leak for a Mercedes car at our EU office out in Spain. This work, like all vehicle repairs in Spain are warranted for a minimum period of six months by law.

This work was not completed properly (the car still leaked oil) which the merchant agreed to remedy on March 03. Shortly before the vehicle was returned for the remedial work the manager postponed the appointment several times, and this was not inspected again until last week. We are now informed the business had "changed hands" on April 10 and the new owner was not liable for warranty claims and I needed to contact Mr Lannin.

I have tried to contact Mr Lannin several times, but he does not answer his phone and have now taken the vehicle to another garage which has advised me that the cost of remedying the repair will exceed the original invoice.

Customer Name: Neil Corke

Signature:  Date: 15/02/22

Once completed, please send all paperwork and evidence via e-mail to disputes@capitalontap.com