



Charge Dispute Form

Please complete this form if you are disputing a charge that has posted to your credit or debit card. If you are requesting a refund for premiums and/or service fees because you did not authorize enrollment in the protection program, Brightstar Device Protection will only provide a pro-rated refund for the current month of service. You must dispute any remaining charges with your bank or Credit Card Company for reimbursement of those charges.

1. Please provide all of the following information and sign the form where indicated.

Subscriber Name: _____

Wireless Provider: _____

Mobile Device Number (on account): _____

Daytime Contact Number: _____

Amount(s) Disputed: \$ _____

Any refunds applied (if applicable): \$ _____

Credit Card Information

Credit Card Company/Bank Name: _____

Name on Card: _____

First 6 digits: _____

Last 4 digits: _____

2. Check the description most appropriate to your dispute.

a. Device is enrolled in a separate protection program

b. Device was returned

c. Device is no longer in-use

d. Service with your wireless provider has been cancelled

3. Please provide support documentation of the disputed charge. Supporting documentation includes receipts, copies of the relevant billing statements, correspondence, or any other information, such as affidavits and/or notarized documents, as may be requested by Brightstar Device Protection.

4. Email the Charge Dispute Form and support documentation to: escalations@likewise.com

5. Once we receive this form and the supporting documentation, Brightstar Device Protection will contact you within 1-2 business days between the hours of 8:00 a.m. – 5:30 p.m. EST.

Subscriber Signature: _____ Date: _____