



## **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 supporting 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. Fax or email the Charge Dispute Form and supporting documentation to:**

- a. Email: [escalations@brightstarprotect.com](mailto:escalations@brightstarprotect.com)
- b. Fax: 866-625-6123 Attn: Billing Department

**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: \_\_\_\_\_