



Understanding how to dispute an ENC invoice

Customers may dispute an invoice within ten (10) days of original date of service by completing the Billing Dispute Notification Form. The Dispute Notification Form may be accessed from www.encomputers.com and forwarded: ebill@encomputers.com, or faxed to: 703-935-2665. Dispute requests are reviewed through ebill@encomputers.com and responses are issued to the Customer via email within ten (10) days of dispute receipts.

Billing Dispute Notification Form

INSTRUCTIONS: Invoice disputes must be submitted within (10) days of original date of service.

Name: _____ Business Name: _____

Transaction Date: _____ Invoice#: _____

Service Ticket#: _____ Amount: _____

Transaction Description: _____

I have examined the charge(s) made to my account and wish to dispute the above items for the following reason:

****Check only ONE of the boxes below. ****

1. _____ Although I did agree to the above request for service (complete ONE of the following statements and provide as much detail as possible to support your statement):
 - i) The service I requested, approved and signed off on, did not resolve the original issue I requested.
 - ii) The dollar amount of the invoice is incorrect. I am attaching a copy of my signed price rate agreement which reflects the correct amount.
 - iii) I dispute the entire charge or a portion of it in the amount of \$_____. (Please provide details of the circumstances surrounding this dispute and your calculations used to derive the correct amount.)
 - iv) I have not received the product and/or the product as described on the invoice and/or service ticket.
 - v) The service request was not addressed to my satisfaction. I expected to have _____ issue resolved.
 - vi) All or part of the shipped or delivered merchandise was defective or damaged when received. I returned the merchandise on _____ (date) but have not received a credit for the amount of \$_____. I am enclosing a detailed statement describing the defects of the merchandise and I am enclosing a copy of my proof of return receipt.
 - vii) The above transaction is duplication of invoice #_____, or service ticket #_____.
2. _____ I certify that the charge(s) listed above was not authorized by me. I did not receive any goods or services from this transaction nor did any person authorized by me.
3. _____ I notified ENC on _____ (date) to cancel this service and/or project. Attached is the cancellation documentation.
4. _____ Other _____.

I have attached a copy of all related documents, including any invoices, service tickets, signed contract agreements or signed cancellations.

Signature of Authorized Customer Liaison: _____ Daytime Phone _____

September 25, 2008