

PAYMENT DISPUTE RECORD

UK garage / dealer invoice, payment and accounts record template

Important: This template is a general business document for recording vehicle invoices, receipts, payments, refunds, VAT treatment and sales ledger records. It is not legal, tax, accounting or financial advice. Have it checked by a qualified adviser for your exact business, VAT position, sales process and jurisdiction before relying on it.

Form reference / invoice number:	Date:	Staff member:
Vehicle registration:	Customer / buyer:	Invoice / receipt reference:

Purpose

Used if the customer disputes the amount charged or paid.

Details to Record

Customer full name:	Vehicle registration:
Invoice number:	Disputed amount:
Reason for dispute:	Evidence reviewed:
Sales order checked:	Quote checked:
Payment records checked:	Outcome:
Refund/credit required? Yes / No:	Manager signature:

Notes / Supporting Evidence

Notes, supporting evidence, payment references, accounting checks or follow-up action:

Signatures / Authorisation

Customer / seller signature: _____	Garage representative signature: _____
Date: _____	Time / reference: _____