



PRITOŽBA IMETNIKA NLB PLAČILNE OZ. DEBETNE KARTICE / CARDHOLDER DISPUTE FORM

IME IN PRIIMEK / CUSTOMER NAME: _____

ŠT. KARTICE / CARD NO. : _____ XX XXXX _____ (1234 56** **** 7890)

Reklamacija nakupa / Disputed transactions (transakcije je potrebno navesti posamično/ transactions need to be listed individually)

V primeru, da je transakcij več, za preostale transakcije priložite seznam spornih transakcij po vzoru tabele.

Datum transakcije / Date of Transaction	Prodajno mesto / Merchant:	Znesek /Amount Valuta/ Currency v EUR

Nakup storitve vključno s spletnimi transakcijami / Purchases/services including on-line transactions

- Zgoraj navedene transakcije nisem opravil jaz, niti nisem nikogar pooblastil, da opravi nakup namesto mene. Kartice nisem izgubil, niti mi ni bila ukradena, ves čas sem jo imel pri sebi. / The above listed transaction has been performed neither by me nor a person that I would authorise to make the purchase on my behalf. I have neither lost the card nor it was stolen, I had it on me all the time.
Kartico sem blokiral dne / I blocked the card on _____.
- Zgoraj navedene transakcije ne priznam, saj na tem prodajnem mestu nisem opravil nakupa. / I do not acknowledge the above listed transaction because I have made no purchase at that point of sale. Delovanje kartice sem preklical dne / I cancelled my card on _____ zaradi / due to (ustrezno obkroži /circle as appropriate):

a) kraje / theft b) izgube / loss
- Na zgoraj navedenem prodajnem mestu sem opravil nakup v višini / I made a purchase at the listed point of sale for the amount of _____, samega nakupa v višini / the disputed purchase in the amount of _____ nisem opravil jaz / has not been performed by me. Kartice nisem izgubil, niti mi ni bila ukradena, ves čas sem jo imel pri sebi. / I have neither lost the card nor it was stolen, I had it on me all the time.

4. Zgoraj navedeno transakcijo sem na prodajnem mestu opravil samo enkrat. / I only performed once the above listed transaction at the point of sale.
5. Prodajno mesto je sprovedlo potrdilo o odobritvi (kreditni slip), vendar do danes za zgoraj omenjeni znesek moja kartica še ni bila odobrena. Prilagam dokazilo. / The point of sale produced a credit slip but my card has not been credited for the amount to date. Please find evidence attached.
6. Prodajno mesto je sprovedlo potrdilo o odobritvi (kreditni slip), vendar je bila moja kartica bremenjena namesto odobrena. Prilagam dokazilo. / The point of sale produced a credit slip but my card has been debited instead of credited. Please find evidence attached.
7. Moja kartica je bila obremenjena za znesek v višini / My card has been debited for the amount of _____ namesto v višini / instead of _____. V prilogi vam pošiljam fotokopijo računa oziroma potrdila o nakupu. / Please find attached a copy of the invoice or slip.
8. Sporna transakcija je bila plačana z drugim plačilnim sredstvom, in sicer / The disputed transaction has been paid by another means of payment, namely _____. Prilagam dokazilo, da sem zadeve poskušal na prodajnem mestu urediti sam, ter dokazilo o plačilu. / Please find attached the evidence that I have attempted to settle the issue at the point of sale, and evidence of payment.
9. Naročenega blaga/storitev še nisem prejel. Kontaktiral sem prodajno mesto. / I have not yet received the ordered merchandise/services. I have contacted the merchant.
- Naročil sem (natančen opis blaga) / I ordered (detailed description of the merchandise):

 - Dostava bi morala biti opravljena najpozneje do _____ oziroma datum dostave ni bil podan (obkroži) / The agreed delivery date was on _____ or delivery date was not disclosed (encircle).
 - Datum kontaktiranja prodajnega mesta / Date of merchant contact: _____
 - Odgovor trgovca / Merchant response: _____
10. Prodajalec mi je poslal napačno/okvarjeno blago. Prejeto blago sem poskušal vrniti. Prilagam dokazila. / The merchant sent me wrong/defective merchandise. I tried to return the merchandise back to merchant. See enclosed documentation.
- Naročil sem (natančen opis blaga) / Ordered goods (detailed description):

 - Prejel sem (natančen opis blaga) / Received goods (detailed description):

 - Datum prejema blaga oz. obvestila o prejemu s strani carine / Date merchandise was received or date when cardholder received notification of receipt from custom service: _____
 - Datum vračila blaga oz. zavrnitve blaga s strani carine / Date merchandise was returned or date when custom rejected the merchandise: _____
 - Datum kdaj je trgovec prejel vrnjeno blago (če imetnik podatka nima naj to zapiše) / Date when merchant received returned merchandise (if cardholder does not have this information write this as a comment):

 - Datum kontaktiranja trgovca / Date of merchant contact: _____
 - Odgovor trgovca / Merchant response: _____
 - Postopek vračila (natančen opis postopka vračila blaga oziroma zakaj blago trgovcu ni bilo vrnjeno) / Return procedure (detailed description of how the goods were returned/attempted to be returned and why the goods were not returned to merchant):

11. Na prodajnem mestu sem naročil originalno blago, vendar sem namesto naročenega prejel ponaredek. Prilagam dokazila. / I ordered genuine goods at merchant, but instead received counterfeit goods. See enclosed proofs.
- Naročil sem (natančen opis blaga) / I ordered (detailed description of goods):

- Datum dostave prejetega blaga / *Delivery date of received goods*: _____
- Opis blaga (natančen opis zakaj gre za ponaredek) / *Description of the goods (detailed description why cardholder believes the goods are counterfeit)*:

- O tem da gre za ponaredek sem bil obveščen s strani prodajnega mesta oz. pooblaščenega servisa oz. carine / *I was informed about counterfeit goods from merchant or authorised representative or custom service (detailed description regarding the entity who identified the goods are counterfeit)*:

Blago se nahaja / *The goods are located at*: _____

Hotelske storitve / *Hotel services*

1. Hotelsko rezervacijo sem pisno / telefonsko preklical dne / *I cancelled the hotel reservation in writing/by phone on _____*. Preklicna številka je / *The cancellation number is _____*. Prilagam dokazilo, da sem zadevo poskušal na prodajnem mestu urediti sam, ter dokazilo o plačilu. / *Please find attached the evidence that I have attempted to settle the issue at the point of sale, and evidence of payment.*
2. Hotelsko rezervacijo sem pisno / telefonsko preklical dne / *I cancelled the hotel reservation in writing/by phone on _____*, vendar preklicne številke nisem prejel. Prilagam dokazilo, da sem zadevo poskušal na prodajnem mestu urediti sam, ter dokazilo o plačilu. / *but I have received no cancellation number. Please find attached the evidence that I have attempted to settle the issue at the point of sale, and evidence of payment.*
3. Pri rezervaciji hotela sem kot garancijo navedel številko kartice. O tem, da mi hotel zaračuna stroške nočitve za en dan, če ne odpovem rezervacije, nisem bil obveščen. Prilagam dokazilo, da sem zadevo poskušal na prodajnem mestu urediti sam, ter dokazilo o plačilu. / *I gave my card number upon hotel reservation as a guarantee of the reservation. I have not been informed that the hotel would charge me an overnight stay if I did not cancel the reservation. Please find attached the evidence that I have attempted to settle the issue at the point of sale, and evidence of payment.*
4. Nikoli nisem uporabil storitve v navedenem hotelu, prav tako nisem opravil nobene hotelske rezervacije. / *I have neither used a service at the listed hotel nor made a hotel reservation there.*

Bankomati / *ATM*

1. Bankomat mi zelenega zneska, za katerega je bila bremenjena moja kartica, ni izplačal. The ATM did not pay out the amount for which my card has been debited.
2. Izplačan je bil le delni znesek dviga na bankomatu v višini / *Only a partial amount of the cash machine withdrawal has been paid out, in the amount of _____* namesto v / *instead of _____*, for which the card has been debited.

Zahtevek za kopijo potrdila o nakupu (slipa) za zgoraj omenjeno transakcijo (obkroži) / *Request for a copy of the slip for the transaction (please circle as appropriate)*:

1. Z bremenjenim zneskom se ne strinjam / *I do not approve the debited amount*
2. Ne prepoznam transakcije / *I do not recognise the transaction*
3. Za lastno evidenco / *For my own records*
4. Zaradi suma zlorabe / *For suspected abuse*
5. Drugo / *Other*

Drugi razlogi za zavrnitev s kratkim opisom / Other reasons for rejection with a brief description

Priloge/Attachments:

Podpis imetnika kartice/Customer Signature: _____

Datum/Date: _____

Izjava je bila pridobljena z uporabo istega nivoja zaščite kot pri prenosu sredstev med finančnimi institucijami. / The cardholder was identified using the same level of security needed to complete a transfer of funds to another financial institution.

Izpolni banka

Enota banke _____
Ime in priimek osebe, ki je reklamacijo sprejela

Telefon: _____ Elektronski naslov: _____

Kraj in datum _____

Žig in podpis
pooblaščen osebe banke izdajateljice