

PRITOŽBA IMETNIKA KARTICE / CARDHOLDER DISPUTE FORM

IME IN PRIIMEK / CUSTOMER NAME: _____

KARTIČNI PRODUKT: VISA / MASTERCARD (obkroži)

ŠT. KARTICE / CARD NO. :XXXX_____(****7890)

Pomembne informacije za imetnike kartic – Prosimo, priložite kopije potrdil, izpiskov in drugih ustreznih dokumentov, kjer je to potrebno ali zahtevano. Obveščamo vas, da vas bomo morda morali kontaktirati za dodatne informacije med postopkom reševanja reklamacij.

Sporne transakcije/Disputed transactions:

(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

1. **NAKUPA NISEM OPRAVIL:** Zgoraj navedene transakcije nisem opravil jaz, niti nisem nikogar pooblastil, da opravi nakup namesto mene. Prodajnega mesta ne poznam niti nimam pri njih sklenjene naročnine ali odprtega računa. 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 do not know the point of sale, nor do I have a subscription or an open account with them I have neither lost the card nor it was stolen, I had it on me all the time.

Kartica blokirana dne:/ The card has been blocked on:_____.

Policijski zapisnik priložen: DA / NE

2. **NAKUPA NISEM OPRAVIL (KRAJA/IZGUBA KARTICE):** 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.

Kartica preklicana dne / The card has been cancelled on _____zaradi / due to (ustrezno obkroži /circle as appropriate):

a) kraje / theft b) izgube / loss

Policijski zapisnik priložen: DA / NE

3. **DODATNA BREMENITEV:** Na zgoraj navedenem prodajnem mestu sem opravil predhoden nakup. Spornega nakupa v višini _____ z dne _____ NISEM opravil jaz. Kartice nisem izgubil, niti mi ni bila ukradena, ves čas sem jo imel pri sebi. **Prilagam dokazilo o kontaktiranju trgovca z namenom razrešitve spora.**
At the above-mentioned point of sale, I made a previous purchase. I did NOT make the disputed purchase in the amount of _____ on _____. I have not lost my card, nor has it been stolen; I have had it with me at all times. I am attaching proof of having contacted the merchant in order to resolve the dispute.

4. **VEČKRATNA BREMENITEV:** Zgoraj navedeno transakcijo sem na prodajnem mestu opravil samo enkrat.
I only performed the above listed transaction once at the point of sale.
5. **NEPREJETO VRAČILO SREDSTEV:** Prodajno mesto je obljubilo vračilo, vendar do danes za zgoraj omenjeni znesek moja kartica še ni bila odobrena.
Prilagam dokazila.
The point of sale promised a refund, but to this date, the amount mentioned above has not yet been credited to my card. Please find evidence attached.
6. **NAPAČEN ZNESEK BREMENITVE:** Moja kartica je bila obremenjena za znesek v višini _____ namesto v višini _____.
V prilogi vam pošiljam fotokopijo računa oziroma potrdila o nakupu.
*My card was charged an amount of _____ instead of _____.
I am attaching a photocopy of the receipt or proof of purchase.*
7. **PLAČANO NA DRUG NAČIN:** Sporna transakcija je bila plačana z drugim plačilnim sredstvom, in sicer z _____.
Prilagam dokazilo, da sem zadeve poskušal na prodajnem mestu urediti sam, ter dokazilo o plačilu.
The disputed transaction has been paid by another means of payment, namely _____. Please find attached the evidence that I have attempted to settle the issue at the point of sale, and evidence of payment.
8. **NEPREJETO BLAGO ALI NEIZVEDENA STORITEV:** Naročenega blaga/storitev še nisem prejel. Kontaktiral sem prodajno mesto. **Prilagam dokazila o naročilu in kontaktu s trgovcem, kot navedeno spodaj.**
- Naročil sem (natančen opis blaga) _____
 - Dostava bi morala biti opravljena najpozneje do _____ oziroma datum dostave ni bil podan (obkroži)
 - Datum kontaktiranja prodajnega mesta _____.
 - Odgovor trgovca / Merchant response: _____
I have not yet received the ordered merchandise/services. I have contacted the merchant
I ordered (detailed description of the merchandise):
The agreed delivery date was on _____ or delivery date was not disclosed (encircle).
Date of merchant contact: _____.
Merchant response: _____
9. **PREJEM NAPAČNEGA/OKVARJENEGA BLAGA:** Prodajalec mi je poslal napačno/okvarjeno blago. Prejeto blago sem poskušal vrniti. **Prilagam dokazila.**
- Naročil sem (natančen opis blaga) _____
 - Prejel sem (natančen opis blaga) _____
 - Datum prejema blaga oz. obvestila o prejemu s strani carine _____.
 - Datum vračila blaga oz. zavrnitve blaga s strani carine _____.
 - Datum kdaj je trgovec prejel vrnjeno blago (če imetnik podatka nima naj to zapiše) _____.
 - Datum kontaktiranja trgovca _____.
 - Odgovor trgovca _____
 - Postopek vračila (natančen opis postopka vračila blaga oziroma zakaj blago trgovcu ni bilo vrnjeno) _____
- The merchant sent me wrong/defective merchandise. I tried to return the merchandise back to merchant. See enclosed documentation.*
Ordered goods (detailed description): _____
Received goods (detailed description): _____
Date merchandise was received or date when cardholder received notification of receipt from custom service: _____
Date merchandise was returned or date when custom rejected the merchandise: _____
Date when merchant received returned merchandise (if cardholder does not have this information write this as a comment): _____
Date of merchant contact: _____.
Merchant response: _____
Return procedure (detailed description of how the goods were returned/attempted to be returned and why the goods were not returned to merchant): _____

10. PREJEM PONAREDKA: Na prodajnem mestu sem naročil originalno blago, vendar sem namesto naročenega prejel ponaredek. **Prilagam dokazila.**

- Naročil sem (natančen opis blaga): _____
- Datum dostave prejetega blaga: _____.
- Opis blaga (natančen opis zakaj gre za ponaredek) _____
- O tem da gre za ponaredek sem bil obveščen s strani prodajnega mesta oz. pooblaščenega servisa oz. carine.
- Blago se nahaja: _____

I ordered genuine goods at merchant, but instead received counterfeit goods. See enclosed proofs.

I ordered (detailed description of goods): _____

Delivery date of received goods: _____.

Description of the goods (detailed description why cardholder believes the goods are counterfeit): _____

I was informed about counterfeit goods from merchant or authorised representative or custom service.

The goods are located at: _____

Hotelske storitve / Hotel services

1. Hotelsko rezervacijo sem pisno / telefonsko preklical dne _____. Preklicna številka je: _____ oziroma je nisem prejel (obkroži). **Prilagam dokazilo, da sem zadevo poskušal na prodajnem mestu urediti sam, ter dokazilo o plačilu.**
I cancelled the hotel reservation in writing/by phone on _____. The cancellation number is _____ or it was not received (encircle). Please find attached the evidence that I have attempted to settle the issue at the point of sale, and evidence of payment.
2. 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 zadeve 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.
3. 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.

Rent a car

1. Po zaključnem najemu vozila so mojo kartico dodatno bremenili v višini: _____. Transakcije nisem odobril, niti ne priznavam odgovornosti zanj. Kartice nisem izgubil, niti mi ni bila ukradena, ves čas sem jo imel pri sebi.
After the completion of the car rental, my card was additionally charged in the amount of: _____. I did not authorize this transaction, nor do I acknowledge any responsibility for it. The card was not lost or stolen — I had it in my possession at all times.
2. Onemogočen mi je bil prevzem vozila ali prodajno mesto ni sprejelo voucherja za najem. Rezervacija ni bila preklicana ne z moje strani ne s strani ponudnika storitve.
I was unable to collect the vehicle, or the rental location did not accept the voucher. The reservation was not cancelled either by me or by the service provider.
3. Rent a car ponudnik mi ni vrnil zadržanih sredstev oziroma varščine za najem vozila. Vozilo sem vrnil dne: _____.
The car rental provider did not refund the pre-authorized funds or deposit for the rental. The vehicle was returned on: _____.

Za vse zgoraj navedene razloge reklamacije pod razlogom Rent a car so obvezna dokazila:

- Pogodba o najemu vozila
- voucher o najemu (če ste ga prejeli)
- obvestilo o poškodbah na vozilu (v kolikor so predmet spora)
- potrdilo o vračilu vozila (obvezno pri prvi točki)
- drugo

For all of the above car rental dispute reasons, the following supporting documentation is required:

Car rental agreement

Rental voucher (if received)

Vehicle damage report (if applicable)

Vehicle return confirmation (if applicable)

Other relevant documents

Bankomati / ATM

1. **NEIZPLAČANA SREDSTVA:** 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. **DELNO IZPLAČANA SREDSTVA:** Izplačan je bil le delni znesek dviga na bankomatu v višini _____ namesto _____, za kolikor je bila moja kartica obremenjena.
Only a partial amount of the cash machine withdrawal has been paid out, in the amount of _____ instead of _____ for which the card has been debited.

[illegible]

Podpis stranke / Cardholder signature: _____

Datum / Date: _____