

Nordea Card Disputes (1963)

Helgeshøj Allé 67
DK-2630 Taastrup

Jeg modtog en vare/service, som ikke var som beskrevet - kopivare
The goods/services I received were counterfeit and did not match the description.

Kortholders navn/Cardholder's name		Personnummer/Personal registration number	
Adresse/Address			
Postnr/Postal code	By/City	Telefon dagtimerne/Daytime phone number	
Kontonummer/Account number		Kortnummer/Card number	

Jeg ønsker at blive kontaktet vedrørende sagen på følgende måde:

I prefer to be contacted regarding the dispute as follows:

- Digital post i Netbank og mobilbanken/Digital mail in Netbank and the mobile banking app
Kun muligt, hvis du er over 18 år/Only possible if you are over 18 years old
- Fysisk brev til min hjemmeadresse/Physical letter to my home address

Indsigelsen vedrører (antal) transaktioner
The dispute concerns (number of) transactions

Du skal bruge denne blanket, hvis du har modtaget en kopivare (forfalskning), eller hvis varen er blevet tilbageholdt af myndighederne som værende en forfalskning.

Du skal indsende din indsigelse hurtigst muligt, efter at du er blevet opmærksom på dit krav.

You can dispute transactions if the goods are assumed to be counterfeit

For at kunne behandle sagen har vi brug for en udførlig beskrivelse af, hvorfor du gør indsigelse.
We need a detailed description of the event to handle your dispute.

Indsigelse vedrørende kopivare (forfalskning)
Dispute concerns counterfeit goods

Kortholders navn/Cardholder's name	Kortnummer/Card number
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Jeg modtog en vare/service, som ikke var som beskrevet - kopivare
The goods/services I received were counterfeit and did not match the description.

Hvilken vare/service har du købt? | *Which goods/services I received were counterfeit and did not match the description.*

Hvilken dato modtog du varen? DD-MM-ÅÅÅÅ/DD-MM-YYYY
Which date did you receive the

Hvordan er varen/service anderledes i forhold til købsaftalen?
In what way are the goods/services different from what was described in the arrangement with the merchant?

Hvordan ved du, at du har modtaget en kopivare?
How do you know the goods received are counterfeit?

Hvem (hvilken ekspert) har oplyst dig om, at varen er falsk?*
*Who notified you that the goods were counterfeit? An expert?**

***NB! Forhandlere af mærket er ikke berettigede til at vurdere varens ægthed, medmindre det er en officiel varemærkeforretning. Vurderingen skal i stedet foretages af rettighedshaver, told eller anden myndighed.**
** Retailers of the brand are not authorised to assess the authenticity of the item unless they are an official trademark store. The assessment must instead be carried out by the rights holder, customs authorities or another competent authority.*

Hvad har eksperten udtalt om varen/service? | *What did the expert state concerning the goods/services?*

Hvilken dato modtog du besked om, at varen var falsk? DD-MM-ÅÅÅÅ/DD-MM-YYYY
On which date did you receive notification that the goods were

Hvor befinder varen sig nu?
Where are the goods located now?

Tansaktion(er), der gøres indsigelse imod – (Disputed transactions) :

Købsdato <i>(purchase date)</i>	Forretning <i>(name of merchant)</i>	Beløb i valuta <i>(amount/currency)</i>	Beløb i DKK <i>(amount in DKK)</i>

Jeg erklærer på tro og love, at oplysningerne er korrekte. Hvis politiet efterforsker sagen, er jeg indforstået med, at kortudsteder giver politiet de oplysninger, de har brug for i forbindelse med sagen. Hvis du er under 18 år, skal indsigelsesblanketten underskrives af en forælder eller værge.

I solemnly declare that the above information is correct. If the case is investigated by the police, I hereby consent to the card issuer providing the police with any information they may require in connection with the case. If the cardholder is under 18 years of age, the dispute form must be signed by a parent or legal guardian.

Dato/Date	Kortholders underskrift/Cardholder's signature / Forælder/værges underskrift - hvis kunden er under 18 år/Signature of parent or legal guardian - if the customer is under 18 years of age
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