

OBAVIJEST O NAČINU PODNOŠENJA PRIGOVORA POTROŠAČA

Sukladno čl. 10. Zakona o zaštiti potrošača (Narodne novine br., 41/14, 110/15) i čl. 6. st. 3. Zakona o pružanju usluga u turizmu (Narodne novine br. 130/17) obavještavamo potrošače da prigovor na kvalitetu za svaku izvršenu uslugu mogu učiniti neposredno u prostorijama društva CROATIA YACHTING d.o.o. ili dostaviti u pisanom obliku na adresu: CROATIA YAHTING d.o.o. Dražanac 2/a, 21000 Split, Republika Hrvatska ili na e-mail adresu: info@croatia-yachting.hr / odnosno na telefaks broj: +385 (0) 21 332 331. CROATIA YACHTING d.o.o. se obvezuje bez odgađanja pisanim putem potvrditi primitak prigovora na isti način na koji je zaprimio predmetni prigovor. Odgovor na Vaš prigovor biti će Vam dostavljen u pisanom obliku najkasnije 15 dana od dana primitka prigovora.

Potrošač: _____

Adresa za dostavu odgovora: _____

NOTIFICATION ON SUBMITTING THE CONSUMER COMPLAINTS

In accordance with the article 10. of Consumer Protection Act (Official Gazete no. br., 41/14, 110/15) and article 6.3. of Provision of Tourism Services (Official Gazete no. br., 130/17) we inform consumers that a complaint on the quality for each performed services can be submitted in person in office of CROATIA YACHTING d.o.o. or in writing on the submission address: CROATIA YACHTING d.o.o. Dražanac 2/a, 21000 Split, Republika Hrvatska or by e-mail address: info@croatia-yachting.hr/or on fax number: +385 (0)21 332 331 CROATIA YACHTING d.o.o. is obligated, without delay, to confirm in written any acceptance of such complaint in the same way that we received a complaint. The answer to your complaint we will give in writing within 15 days of receipt of the complaint.

Consumer: _____

Answer delivery address: _____