

OBAVIJEST O NAČINU PODNOŠENJA PRIGOVORA POTROŠAČA

Sukladno članku 10. Zakona o zaštiti potrošača (Narodne novine, br. 41/14) obavještavamo potrošače da prigovor na kvalitetu naših usluga mogu dostaviti u pisanom obliku na adresu:

Ime iznajmljivača ili objekta:

Adresa:

ili na E-mail:

Fax:

ili podnijeti osobno u našem poslovnom prostoru.

Bez odgađanja ćemo pisanim putem potvrditi primitak prigovora.

Odgovor na Vaš prigovor dati ćemo u pisanom obliku najkasnije 15 dana od dana primitka Vašeg prigovora. Molimo Vas da u Vašem prigovoru obavezno navedete Vaše ime i prezime te adresu ili e-mail za dostavu odgovora.

NOTICE ON FILING CUSTOMERS' COMPLAINTS

Pursuant to Article 10. of the Law on Consumer Protection (Narodne novine Official Gazette No. 41/14) we inform our clients that complaints regarding the quality of our services can be submitted in writing to:

Name of the owner of apartment/or name of apartment:

Address:

Or E-mail:

Fax:

or

impersonate our premises.

We will confirm receipt of your complaint in writing without delay.

You will receive a response to your complaint in writing within 15 days of receipt of the complaint. Required information: name and surname of the person filing the complaint, the exact address for submission of responses.