



DUBROVNIK LUXURY TRAVEL j.d.o.o.  
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## PODNOŠENJE PRIGOVORA SUBMISSION OF A COMPLAINT

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Poštovani korisnici / Dear customers,

Sukladno čl. 10. st. 3. Zakona o zaštiti potrošača (NN br. 19/22, 59/23), obavještavamo potrošače da prigovor kojim iznose svoje nezadovoljstvo u odnosu na pruženu uslugu mogu podnijeti u pisanom obliku u poslovnim prostorijama agencije:

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According to the article 10. page 3. Law on Consumer Protection (NN nr 19/22, 59/23) we inform our clients that complaint with which they express their dissatisfaction about provided service can be submitted in writing immediately in the agency facility

**DUBROVNIK LUXURY TRAVEL j.d.o.o.**  
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Prigovor se također može podnijeti putem pošte na istu adresu ili na e-mail adresu:

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Complaint can also be submitted by post service on the provided address, on following e-mail address:

**[info@adriaticyachtagent.com](mailto:info@adriaticyachtagent.com)**

Primitak prigovora bit će potvrđen u pisanom obliku bez odgađanja.

Odgovor na pisani prigovor bit će dostavljen u pisanom obliku najkasnije 15 dana od dana primitka prigovora, pa Vas molimo da u prigovoru navedete Vašu adresu za dostavu odgovora.

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Receipt of the complaint will be acknowledged in writing without delay.

Reply on your written complaint will be given in written latest 15 days form the receipt of the complaint, so please provide us with your contact address for delivery of the mentioned.