OBAVIJEST O NAČINU PODNOŠENJA PISANOG PRIGOVORA POTROŠAČA

Sukladno Zakonu o zaštiti potrošača, obavještavamo potrošače da prigovor na kvalitetu naših usluga mogu podnijeti:

- Pisanim putem na adresu društva:

  Z.U.O. Villa Valentina

  Vl. Robert Ćoza i Krešo Brkić

  Ulica Otona Ivekovića 20, Zadar

- Putem e-mail adrese: office@2capricorns.hr

- Osobno na recepciji objekta

Na pisani prigovor odgovorit ćemo u pisanom obliku najkasnije u roku od 15 dana od dana zaprimanja prigovora.

Molimo potrošače da u prigovoru navedu ime i prezime te adresu ili e-mail adresu za dostavu odgovora.

NOTICE ON CONSUMER COMPLAINT SUBMISSION

In accordance with the Consumer Protection Act, consumers may submit complaints regarding the quality of our services:

- In writing to the company address:

Z.U.O. Villa Valentina

Vl. Robert Ćoza i Krešo Brkić

Otona Ivekovica 20, Zadar

- By e-mail: office@2capricorns.hr
- Personally at the reception

We will respond to every written complaint in writing with in 15 days from the date the complaint is received.

Consumers are kindly requested to include their full name and adress of e- mail address for delivery of the response.