

NOTICE OF SUBMISSION OF WRITTEN COMPLAINTS BY SERVICE USERS

In accordance with the provisions of Article 27 of the Consumer Protection Act ("Narodne novine", number: 19/22 and 56/23) we inform the guests of the marina that after receiving a response to a written complaint, or after the deadline for receiving a response to a complaint has expired (if the company has not submitted a response to a written complaint within 15 days from the day of receiving it), the guest can submit a complaint to the Consumer Complaints Commission via the following specified addresses:

- written in office*
- to email: repcija@marina-veruda.hr*
- send by post to the address: Tehnomont d.d., Industrijska 4, 52100 Pula*

The commission will respond to the quest's complaints received by mail or electronic mail within 30 days from the day of receipt of the complaint.