



SALES POLICY

NOTIFICATION ON THE WAY OF SUBMITTING A WRITTEN COMPLAINT BY CONSUMER/CUSTOMER

In accordance with the article 10, Paragraph 3. of the Consumer Protection Act (NN 41/14) we notify our consumers that they can submit their complaint of dissatisfaction on the quality of a purchased item or delivered service in written form within our charter base office at the following address:

yacht & fun Croatia d.o.o. turistička agencija
Poslovnica yacht & fun Croatia
Konacvine 15
21 218 Seget Donji
Croatia

The complaint can be also submitted through the post on the following address:

yacht & fun Croatia d.o.o.
Varaždinska ul., 1 odvojak 11
42 000 Varaždin
Croatia

Or on our email address: booking@yachtandfun.com

A reply to a consumer's written complaint will be issued in written form the latest 15 days upon the receipt of the complaint, so we ask you to include your contact address in the complaint in order to correctly deliver the before mentioned reply.