

**Način podnošenja prigovora:**

Sukladno članku 6. Zakona o pružanju usluga u turizmu (NN 130/17) i članku 10. st. 3. Zakona o zaštiti potrošača (NN 41/14, 110/15), obavještavamo korisnike usluga da pisani prigovor na kvalitetu pruženih usluga mogu podnijeti putem:

- elektroničke pošte: tegetthoff4@gmail.com
- pošte: Tegetthoff d.o.o. Ronjgova 2, 52100 Pula
- telefaksa: + 385 (52) 212 2166

Prigovor se može podnijeti unutar 8 dana od završetka usluge te ćemo na njega odgovoriti najkasnije 15 dana od primitka prigovora na adresu koju navedete u prigovoru kao adresu za primanje odgovora.

**Complaints procedure:**

Pursuant to Article 6 of the Act on the Provision of Tourism Services (OG 130/17) and Article 10 Paragraph 3 of the Consumer Protection Act (OG 41/14, 110/15), users of our services are hereby informed that they can submit a written complaint about the quality of our services in one of the following manners:

- via e-mail: tegetthoff4@gmail.com
- via regular mail to: Tegetthoff d.o.o. Ronjgova 2, 52100 Pula
- via telefax: + 385 (52) 212 266

A complaint may be submitted within 8 days of the ending of our services, and it will be replied to not later than 15 days from the receipt of the complaint to the address specified in the complaint as the reply to address.