

PODNOŠENJE I RJEŠAVANJE PRIGOVORA POTROŠAČA

Obavijest o načinu podnošenja prigovora potrošača

Sukladno čl. 8 st.2 Zakona o zaštiti potrošača (Nar.nov., br 79/07, 125/07, 79/09, 89/09, 133/09, 78/12, 56/13) obavještavamo cijenjene potrošače da svoje prigovore na kvalitetu naših usluga mogu dostaviti u pisanom obliku na slijedeću adresu

ALFA TRAVEL d.o.o
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ili na e-mail adresu : info@alfatravel.hr

ili na broj fax-a +385 20 43 77 02

Odgovor na vaš prigovor dostaviti ćemo u pisanom obliku , najkasnije u roku od 15 dana od dana primitka prigovora.

DEALING WITH CUSTOMER COMPLAINTS

Alfa Travel is a member of SITE, UNPAH, SKAL and CMPA (Croatian Meeting Professionals Association) and we are obliged to maintain a high standard of services to our clients. Any complaint you have , you are kindly ask to send in written by post or e-mail on the following address:

ALFA TRAVEL d.o.o
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HR - 20000 Dubrovnik
Croatia
info@alfatravel.hr

Complaint will be carefully examined as soon as possible, but not later than 15 days from the date of receipt. If the complaint cannot be resolved due to additional investigation, the clients must be informed about it. Finally the client is informed of the complaint's result