



PRIGOVOR

Sukladno članku 8. st. 2 Zakona o zaštiti potrošača (NN 79/07 i 125/07 - isp.79/09 i 89/09 - isp.) obavještavamo potrošača da pritužbu na kvalitetu naših usluga može dostaviti u pisanom obliku na:

Našu adresu:	Zemlja-Voda-Zrak d.o.o., turistička agencija, Remete 44d, ZAGREB, Croatia	ili
e-mail	info@naturalcroatia.com	
Osobno	upisom u Knjigu žalbe u prostoru turističke agencije	

Odgovor na Vaš prigovor dobit ćete u pisanom obliku najkasnije 15 dana od dana primitka prigovora.

COMPLAINT

Pursuant to Article 8 Paragraph 2 of the Law on Consumer Protection (Narodne novine Official Gazette No. 79/07 and 125/07 - corr. 79/09 and 89/09 - corr.), we inform our clients that complaints regarding the quality of our services can be submitted in writing to:

Our address:	Zemlja-Voda-Zrak d.o.o., tourist agency, Remete 44d, ZAGREB, Croatia	or
e-mail	info@naturalcroatia.com	
Personally	By signing into Book of complaints on the location of tourist agency	

You will receive a response to your complaint in writing within 15 days of receipt of the complaint.

****SAVE PAPER - THINK BEFORE YOU PRINT!****

Zemlja-Voda-Zrak d.o.o. turistička agencija • Remete 44d • 10 000 ZAGREB • CROATIA • m: +385 99 4603 261 • ID HR-AB-01-080939166
info@naturalcroatia.com • www.naturalcroatia.com

Trgovački sud u Zagrebu • MBS 080939166 • OIB 73591192979 • IBAN: HR4323600001102447470 • Zagrebačka Banka d.d.
Temeljni kapital 20000 kn uplaćen u cijelosti • Član uprave: Petra Ban