



📍 R.Boškovića 7, 21000 Split

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🕒 office 8 a.m. - 4 p.m.

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## **NOTIFICATION ON THE MANNER OF SUBMITTING A WRITTEN COMPLAINT BY A CONSUMER**

*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 these business premises and that the receipt of the before mentioned complaint will be confirmed in written form without any delay.*

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

**ASTAREA d.o.o., Turistička agencija I centar za jahte,**

**R.Boškovića 7, 21000 Split, Croatia**

**Or on our email address: [charter@astarea-yachting.com](mailto:charter@astarea-yachting.com)**

**Or by fax: 00 385 21 536 968**

A reply to a consumer's written complaint will be issued in written form the latest 15 days from 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.