

**NOTICE FOR CONSUMERS
ON SUBMITTING A WRITTEN COMPLAINT**

If the consumer deems that Monestiq d.o.o. (hereinafter referred to as: the Company) has failed to comply with consumer protection regulations, they are entitled to submit a written complaint to the Company, no later than 30 (thirty) days after the occurrence of the event.

The consumer can file a written complaint as specified bellow:

- by mail to the following address:

Monestiq d.o.o.
Ulica Antuna Bauera 4
10000 Zagreb
Customer satisfaction monitoring and complaint management

- at email address: info@monestiq.com.

In order to confirm the receipt of the written complaint to the complainant, and respond to it, the complainant is obliged to provide the correct information for receiving it. The response to the complaint will be sent in writing within the prescribed deadline of 15 (fifteen) days from the day of receipt of the complaint.

**NOTICE ON COMPLAINT PROCEDURES,
ALTERNATIVE SOLUTION FOR CONSUMER DISPUTES AND COMPETENT AUTHORITIES**

if the consumer is not satisfied with the answer or solution the Company has provided to their submitted complaint, he/she can file a motion for mediation or instigate an alternative solution for national and international consumer disputes pursuant to the special regulations governing mediation or the alternative solution of consumer disputes.

The motion for an alternative solution of a consumer dispute can be submitted by the consumer to the Croatian Chamber of Commerce Mediation Centre, 10 000 Zagreb, Rooseveltov trg 2, email: mirenje@hgk.hr (<http://www.hgk.hr/centar-za-mirenje/o-centru-za-mirenje>) or another authority in authorised for solving consumer disputes.

If the consumer instigates the proceedings for an alternative solution of a consumer dispute, the Company will participate in it.

Monestiq d.o.o.



MONESTIQ d.o.o.

Vjekoslava Spinčića 3/2
HR-51410 Opatija
info@monestiq.com

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IBAN: HR49 2402 0061 1009 7232 9
Erste&Steiermärkische Bank d.d.
Jadranski trg 3A, 51000 Rijeka

Članovi uprave: Mile Macan, Tonči Šiklič
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2.654,46 eura, uplaćen u cijelosti