

**ŠANGULIN d.o.o.**

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## **OBAVIJEST O NAČINU PODNOŠENJA PRIGOVORA POTROŠAČA**

Sukladno čl. 10. Zakona o zaštiti potrošača (Narodne novine br., 41/14, 110/15) i čl. 6. st. 3. Zakona o pružanju usluga u turizmu (Narodne novine br. 130/17) obavještavamo potrošače da prigovor na kvalitetu za svaku izvršenu uslugu mogu učiniti dostaviti u pisanom obliku na adresu:

**ŠANGULIN d.o.o. Kraljice Jelene 3, HR-23 210 Biograd n/M, Republika Hrvatska**

ili na e-mail adresu: [camping-biograd@sangulin.hr](mailto:camping-biograd@sangulin.hr). Šangulin d.o.o. se obvezuje bez odgađanja pisanim putem potvrditi primitak prigovora na isti način na koji je zaprimio predmetni prigovor. Odgovor na Vaš prigovor biti će Vam dostavljen u pisanom obliku najkasnije 15 dana od dana primitka prigovora.

Potrošač: Adresa za dostavu odgovora:

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## **NOTIFICATION ON SUBMITTING THE CONSUMER COMPLAINTS**

In accordance with the article 10. of Consumer Protection Act (Official Gazete no. br., 41/14, 110/15) and article 6.3. of Provision of Tourism Services (Official Gazete no. br., 130/17) we inform consumers that a complaint on the quality for each performed services can be submitted in writing on address:

**ŠANGULIN d.o.o. Kraljice Jelene 3, HR-23 210 Biograd n/M, Republika Hrvatska**

or by e-mail address : [camping-biograd@sangulin.hr](mailto:camping-biograd@sangulin.hr). Šangulin d.o.o. is obligated, without delay, to confirm in written any acceptance of such complaint in the same way that we received a complaint. The answer to your complaint we will give in writing within 15 days of receipt of the complaint.

Consumer: Answer delivery address:

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