

NOTICE ON HOW TO SUBMIT A WRITTEN CONSUMER COMPLAINT

in accordance with Article 10 of the Consumer Protection Act

Consumers may submit a written complaint regarding a purchased product or a service provided in the following ways:

1. In person at our business premises:

- True Bike Experience Centar Veli Lošinj, Šestavina 13A, 51551 Veli Lošinj, Croatia
- True Bike Experience Centar Mali Lošinj, Ulica Del Conte Giovanni 8, 51550 Mali Lošinj, Croatia

2. By post: True Bike Experience d.o.o., Ulica Stjepana Bencekovića 31, 10020 Zagreb, Croatia

3. By email: info@truebikexp.com

The trader will confirm receipt of the written complaint in writing without delay. We will provide a written response to the complaint no later than 15 days from the date on which the complaint is received, clearly stating whether the complaint is accepted as justified.

In order to be able to deliver our response, we kindly ask consumers to state the following in their written complaint: full name, the address and/or email address to which the response should be sent, a description of the complaint and, where applicable, the receipt/invoice number or other details of the purchase or service.



True Bike Experience d.o.o.

OIB: 20373143642

Registered office: Ulica Stjepana Bencekovića 31, 10020 Zagreb, Croatia

Branch office: Ulica Del Conte Giovanni 8, 51550 Mali Lošinj

Email: info@truebikexp.com

Phone: +385 91 6308 266