auric timber d.o.o.
Industrijska 6, 33520 Slatina
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IBAN: HR62 2484 0081 1072 6907 4; SWIFT: RZBHHR2X
Raiffeisenbank Austria d.d., Magazinska cesta 69, 10000 Zagreb
IBAN: HR89 2340 0091 1110 6281 7; SWIFT: PBZGHR2X
Privredna banka Zagreb d.d., Radnička cesta 50, 10000 Zagreb

NOTICE ON HOW TO SUBMIT A WRITTEN CONSUMER COMPLAINT

Pursuant to Article 10, paragraphs 1 and 2 of the Consumer Protection Act (Official Gazette of the Republic of Croatia, NN 19/22, 59/23 and 59/26), we hereby inform consumers that complaints regarding the quality of a product, a service provided or the trader's business conduct may be submitted in writing at our business premises, and we will confirm receipt of the complaint in writing without delay.

You may also send your complaint

- by post to: **auric timber d.o.o., Industrijska 6, 33520 Slatina**
- by e-mail to: **timber@auric-oak.com** .

We will reply to your written complaint in writing no later than 15 days from the day it is received, and in our reply, we will clearly state whether we accept the complaint as justified. So that the reply can be delivered, we ask consumers submitting a written complaint in person or by post to provide accurate and complete details (full name, residential address and, where applicable, e-mail address).

If a consumer dispute is not resolved through a written complaint, the consumer may, in accordance with the Act on Alternative Dispute Resolution in Consumer Disputes (Official Gazette of the Republic of Croatia, NN 121/16, 32/19), initiate alternative dispute resolution proceedings before a competent ADR body. One such body is the Mediation Centre at the Croatian Chamber of Economy, Rooseveltov trg 2, 10000 Zagreb, Croatia, https://hgk.hr/centar-za-mirenje/o-mirenju.