



UVOZ I DISTRIBUCIJA
KOZMETIKE

II. SPECIAL RIGHTS AND OBLIGATIONS OF THE CONSUMER AND SELLER

Packaging and repackaging of goods

Article 4

Goods must be packed or repacked in a manner that ensures the preservation of conformity, health and hygiene safety, and the quality of the goods.

The consumer is entitled to properly packaged goods. If the consumer requests special packaging, the packaging will be charged up to 1000 dinars (for additional information on packaging and charges, please contact our retail store).

Exhibit samples and goods with defects

Article 5

If a product is on sale and used as an exhibit sample, it must be marked as "tester" or "not for sale." If defective goods are sold, they must be physically separated from other goods and clearly marked "defective goods."

Product declaration and instructions for use and maintenance

Article 6

In accordance with good business practice and the principle of achieving the best interests of the consumer, the seller recommends that the consumer adhere to the declaration or instructions for the use and maintenance of the product. This is to ensure that the product's properties for regular or special use, as specified in the declaration or instructions, are realized.

Consumer notification about rights related to complaints

Article 7

Consumers have the right to be informed, either in person at the sales facility or via email, about their rights regarding complaints. The email address for contact is: info@metropoliten.rs. This address is published on the seller's website and made available to consumers through other means.

The seller provides valid information regarding the scope, conditions, deadlines, and methods for complaints, where and to whom the complaint should be submitted, as well as other relevant information in accordance with the law and this rulebook.

At the sales point, the seller has prominently displayed information about the procedure and location for submitting complaints and ensures the presence of an authorized person to receive complaints during working hours.



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III. FILING COMPLAINTS AND RECORD KEEPING

Goods for which complaints can be filed

Article 8

A complaint can be filed for any goods at the sales facility.

Goods purchased during promotions, discounts, and sales are subject to complaints.

Goods marked as "defective" cannot be the subject of complaints.

Location and method of filing complaints and conditions for complaints

Article 9

The consumer can file a complaint orally at the point of sale where the goods were purchased, by phone, in writing, electronically, or by permanent data carrier.

To exercise the right to a complaint, the consumer must provide proof of purchase in the form of a receipt, fiscal receipt, copy of the receipt, slip, administrative prohibition, or bank statement as proof of payment via card or check to the seller, or other valid proof of purchase, either in paper or electronic form.

The consumer submits or presents the goods in question for the complaint.

The inability to provide the original packaging cannot be a condition for resolving the complaint.

The consumer has no right to a complaint if it is determined that the defect occurred due to their fault or if they do not have proof of purchase as outlined in paragraph 2 of this article.

Record-keeping of complaints

Article 10

The seller keeps a record of all complaints for a minimum of two years from the day the complaint is filed.

The seller issues a written or electronic confirmation of the receipt of the complaint, indicating the number under which the complaint is registered in the records.

IV. RESOLVING COMPLAINTS

Response to complaints



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Article 11

The seller must respond to the complaint within eight days of receiving it, either in writing or electronically.

The response must include a decision on whether the complaint is accepted, an explanation of the consumer's request, and a concrete proposal and timeframe for resolving the complaint. The timeframe cannot exceed 15 days, or 30 days for technical goods and furniture, from the day the complaint is filed.

Resolution of complaints by the authorized person

Article 12

The authorized person of the seller handles the complaint. They examine the goods in question and provide a response.

If it is determined that the complaint is valid, the seller accepts it and provides a proposal and deadline for resolving the issue.

V. TRANSITIONAL AND FINAL PROVISIONS

Publishing and delivery of this rulebook

Article 20

This rulebook, along with any amendments, will be published on the seller's website and delivered to all sales points.

Date of enforcement

Article 22

This rulebook comes into effect on May 13, 2016.

In Belgrade
on May 13th, 2016

Milan Žunić
(name and surname of the director or
authorized person, or entrepreneur)

Attachment: Complaint Record Form



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COMPLAINT RECORD

Serial Num.	Complainant (name, surname, and contact details)	Date of Complaint Receipt	Product Information (type, quantity, model/type, etc.)	Brief Description of Non-Conformity	Brief Description of the Complaint Request	Decision on Consumer Response	Date of Decision Submission	Agreed Reasonable Deadline for Resolution Approved by the Consumer	Method of Complaint Resolution	Date of Complaint Resolution	Information on Extension of the Resolution Deadline and Consumer's Consent for the Extension	Remarks