

# NOTIFICATION

## about alternative resolution of consumer dispute

Based on Article 22 para. 1 of the Act on Alternative Consumer Dispute Resolution (NN, Nr. 121/16, 32/19) SmartWay d.o.o. informs consumers that it is obliged to settle consumer disputes through the Conciliation Center and the Court of Honor at the Croatian Chamber of Commerce (HGK):

- a) CENTER FOR CONCILATION OF THE HGK: Information on the Center for Conciliation at the Croatian Chamber of Economy and the application form can be found here:  
[www.hgk.hr/category/sudovi-pri-hgk/centar-za-mirenje-pri-hgk](http://www.hgk.hr/category/sudovi-pri-hgk/centar-za-mirenje-pri-hgk)
- b) SOUTH ADDRESS TO HGK: Information on the Court of Honor at the Croatian Chamber of Commerce, as well as the application forms, can be found here: [www.hgk.hr/category/sudovi-pri-hgk/sud-casti-pri-hgk](http://www.hgk.hr/category/sudovi-pri-hgk/sud-casti-pri-hgk)

An alternative dispute resolution procedure is initiated by submitting a proposal to initiate a procedure for an alternative dispute resolution of consumer disputes electronically via its web site address.

(Alternatively, if such a method of filing a motion to initiate the procedure allowed the body ARPS: "The ARPS process is initiated by submitting a proposal to initiate the procedure for the ARPS body electronically via its web page address or by direct mail, fax or other appropriate means").