Svetila.com d.o.o.
Cesta talcev 8
1230 DOMŽALE, Slovenia, EU

Complaints and disputes

“Svetila.com” respects the existing consumer protection legislation. “Svetila.com” is doing everything in its power to fulfil the duty of providing effective system of handling complaints.

In the case of problems, the customer can contact a shop assistant in “Svetila.com” via a telephone using the published telephone number or via e-mail info@svetila.com. A complaint is submitted via e-mail info@svetila.com. A procedure of handling the complaint is confidential.

“Svetila.com” is aware that the basic characteristic of the consumer disputes is a disproportion among the economic value of the claim and the necessary time and costs arising from the solving of the dispute. That is also the main obstacle why the consumer does not initiate the dispute before the court. Therefore, “Svetila.com” uses its best efforts to resolve the potential disputes amicably.

Out-of-court settlement of consumer disputes

In accordance with the legal norms, “Svetila.com d.o.o.” does not acknowledge any performer of the out-of- court settlement of consumer disputes as competent for resolving consumer dispute, which could be initiated by a customer in accordance with the Out-of- Court Resolution of the Consumer Disputes Act.

“Svetila.com”, which as a provider of goods and services enables online shop in the area of EU, on its website publishes an electronic link to the EU platform for online consumer disputes resolution (OCDR).

OCDR platform for online consumer disputes resolution

The stated regulation arises from the Out-of- Court Resolution of Consumer Disputes Act, Regulation (EU) No. 524/2013 of the European Parliament and the Council on online dispute resolution, and change of the Regulation (ES) No. 2016/2004 and Directive 2009/22/ES.

Domžale, 10 Jan 2020