

## GENERAL

MINETRADA, trgovina in storitve, d.o.o.

Lokarje 31, 1217 Vodice, Slovenia

info@greenalis.com

REGISTRATION NUMBER: 8829420000

TAX NUMBER: SI 75679060

TRR: SI56 1010 0005 9082 404

The company is registered with the District Court in Ljubljana No. SRG 2021/8586 dated 11.03.2021

The General Terms and Conditions are made in accordance with the Consumer Protection Act (ZVPot-1, Official Gazette of the Republic of Slovenia, No. 130/22). If the consumer's rights are not understandable or visible from the conditions described below, the provisions in accordance with the Consumer Protection Act in force at any time shall apply.

The information from the first paragraph of Article 130 of the ZVPot-1 is an integral part of the contract and is not subject to change.

All documents, pro forma invoices, contracts and invoices are written in the Slovenian language, except in the case where the buyer expresses a wish for the document to be written in a foreign language or in the case of international cooperation.

The online store and website <https://www.greenalis.com/> (hereinafter referred to as the "online store") are managed by the company MINETRADA, trgovina in storitve, d.o.o., Lokarje 31, 1217 Vodice (hereinafter referred to as the seller)

A user is any person who enters the online store. A buyer is a legal entity, a natural person carrying out an activity, or another natural person to whom the seller sells goods and services.

The service is the delivery of ordered goods, resolution and processing of warranty certificates, information and technical support, informing the buyer about promotional and special sales, etc.

The General Terms and Conditions apply to all services and goods offered by the Seller, or to all business and legal relationships between the Seller and the Buyer, except in cases where the Seller and the Buyer agree otherwise in writing for individual transactions. The General Terms and Conditions also bind each user from the moment they enter the website.

Always consume dietary supplements in accordance with the enclosed instructions; in case of any questions or concerns, consult your doctor or other appropriately qualified person. The Seller is in no way an expert in the field of nutrition and all content on the website is only a good faith recommendation, and in no case is it medical or nutritional advice.

## PURCHASE AND ORDERING PROCEDURE

You can make a purchase in the online store as a guest (unregistered customer) or as a registered user. You can also register in the online store without making a purchase. By registering, you will receive a username and a link to set a password, with which you can access your profile on the website at any time. The data entered later (e.g. delivery address information) is linked to your username or profile.

In the online store, the user chooses from various products offered by the seller. The products can be found using the search function or by browsing individual categories and setting a filter. By clicking on an individual product in the online store, a page with the description, main features and price of the product opens.

When the user decides to choose a product, the user selects it and clicks the button: "ADD TO CART". Once the product is added, the user's cart opens automatically. The user can then continue shopping and add any number of selected products to the cart, until the stock runs out. By clicking on the cart in the upper right corner, the user can review all already selected products and remove any of them if desired.

When the user is ready to purchase products, they click the "CONTINUE TO CHECKOUT" button in the lower right corner and are redirected to the website for entering customer information. The user can continue with the purchase without registering and enter the required data (e.g. name, surname, address, etc.) and select the delivery method.

In the next step, the user selects the payment method. Before completing the payment, the user can once again check the correctness of the entered data (we will not be able to take into account any objections submitted later) and the contents of the cart, and then make the purchase by clicking on the button: "BUY NOW". This redirects the user to the payment process, according to the previously selected payment option. The user will receive a confirmation of purchase and an invoice to their e-mail address after successful payment, along with a valid version of these terms and conditions.

The buyer is obliged to check the correctness of the data on the invoice and inform the seller of any errors no later than 3 (three) business days.

The offer of products on the website may change on a daily basis due to the nature of the business.

## PAYMENT METHODS

Regardless of the selected payment method for the items, you will receive information about the purchase to your email address, and the original invoice together with the delivered goods.

The following payment types are available:

-By cash or bank card upon receipt (by bank card only if the selected delivery service allows it) – If you select the payment upon receipt option during the purchase process, you will pay the invoice when the courier delivers the shipment to you. The total purchase price and delivery costs will be stated in the ordering process.

-By bank card – When placing an order, you can pay by credit or debit card. In this case, we receive the payment immediately. The commission is covered by the seller. Payment is secure and takes place through the online payment provider with a bank card Stripe.

-Payment via PayPal to the seller's account

#### CONCLUSION OF A SUBSCRIPTION

The buyer can also conclude a subscription relationship (so-called subscription) with the seller for selected products (or a group of products - depending on the seller's respective offer) for the selected subscription period, but for at least two orders (this means an order upon conclusion of the subscription and at least one subsequent one).

In the case of concluding a subscription, the seller will automatically send and charge the buyer the selected products for the selected subscription period and at the selected time interval (e.g. monthly, every three months... - the option to conclude a subscription and possible intervals are written next to individual products) at a special, reduced price (as written next to the selected product - "SUBSCRIBE & SAVE") until the subscription is canceled.

At the beginning of the selected interval period, the system will automatically renew your order, at which point you will receive a notification of the order being placed to your e-mail address, and the products will be delivered to your home (or to the address you provided when signing up for the subscription) with the selected delivery service.

The subscription is concluded for an indefinite period until canceled. By signing up for the subscription, you are obligated to pay for at least two orders of the selected products (in the quantity selected when signing up for the subscription and at the price that was in effect when signing up for the subscription). When signing up for the subscription, the system will generate a final price for the purchase of two orders (together with all associated costs, such as delivery costs) and an informative calculation of the total costs for the case of a 1-year subscription and separately for the individual selected interval period, which allows you to familiarize yourself with the method of calculating the price for any period of time during the subscription.

#### SUBSCRIPTION PROCEDURE:

The seller will mark the goods in the online store for which a subscription is possible. The buyer subscribes by selecting "SUBSCRIBE & SAVE" next to the product that offers this

option. To subscribe, the buyer must create a user account, which he creates by following the instructions on the screen, starting with selecting the "My account" button, or the account is automatically created after the subscription. After placing an order, the buyer will receive a link to set a password to his e-mail address.

The frequency of receiving the selected products (the so-called selected interval) is determined for each product that allows subscription, separately. The system manages each package separately, which means that you receive the packages at the intervals and in the quantity that you have selected for the individual product. If the intervals and quantities for each package are different, you will receive each one separately.

#### SUBSCRIPTION CANCELLATION:

After two paid orders, you can cancel your subscription at any time by notifying us at [info@greenalis.com](mailto:info@greenalis.com). Please note that we can only consider cancellations made at least 7 business days before the start of the interval period. If you send your cancellation too late, you will receive the products and an invoice for this interval period. In such cases, when you consider that paying this cost is too much of a burden for you, please let us know at [info@greenalis.com](mailto:info@greenalis.com) and we will try to find a common solution. The customer can also cancel the subscription themselves by logging into their account and canceling it under the "Subscriptions" section.

The price of the product with a subscription is at least 20% lower than the regular price of the selected product. In the event of a change in the regular price of the product, the price of the product with a subscription will also change. The seller will inform the buyer of such changes and allow them to withdraw from the subscription without negative consequences for the buyer.

#### ACCESS TO CONCLUDED SUBSCRIPTIONS:

In the user account of the customer who has concluded a subscription, there is a "Subscriptions" tab, where the customer can view the concluded subscriptions (selected products, quantity, interval and price, any unpaid obligations and the option to cancel after two orders have been placed). Here, the customer can also change data (e.g. name, surname, delivery address).

Here you can also renew the selected payment method, especially in the event of expiration or cancellation of the payment card that you have registered in the system. In the event of cancellation or expiration of the payment card, the system will detect the invalidity of the card and cancel the recurring authorization for automatic debiting of the card. In this case, you will receive a notification of a failed transaction by e-mail and a prompt to enter an active card with which you can renew the subscription.

If the buyer wants the subscription to be linked to a new payment card, they can do so in their user account or contact [info@greenalis.com](mailto:info@greenalis.com), where we will provide you with a link to set up a new payment method.

Delivery (method and conditions) and the terms and means of payment are the same as for regular orders (i.e. individual orders that do not constitute a subscription).

In the case of selected payment by credit card or via the PayPal system, the subscription amount will be automatically deducted with each order renewal. The package will be shipped as soon as the order is successfully completed.

No additional discounts can be applied to the subscription.

Delivery costs are the same as for regular orders.

## ORDERING GOODS

Ordering goods is done via the website 24 hours a day.

Order the product by clicking on "Buy now".

After successfully completing the payment, you will receive an order confirmation by email, along with the valid version of these terms and conditions.

You can make a purchase online via the online store or by submitting an order to the e-mail address [info@greenalis.com](mailto:info@greenalis.com). The terms of purchase are the same in both cases.

Data on the concluded contract or the placed order are stored by the provider and are available in the user account of the individual user in the event that the user created their own account when ordering and did not make the purchase as a guest. The buyer will also receive a summary of their purchase by e-mail after reviewing and confirming the order.

The provider issues an electronic invoice in pdf format, sent to the customer's e-mail address, with a specification that shows the nature and quantity of the purchased services, goods or content.

In accordance with the first and second paragraphs of Article 7 of the Electronic Commerce Act, the Company provides you with access to the contractual documentation that is created after submitting your order in the Online Store. The contractual documentation is stored on the Company's servers.

## PURCHASE PROCEDURE VIA THE ONLINE STORE FOR LEGAL ENTITIES

The purchase process for legal entities is exactly the same as for individuals, except that when entering the address, you write the company name.

If you want a company invoice, you accept the terms and conditions that apply to companies. The main difference is in the options for withdrawing from the contract: we allow companies, sole proprietors and other legal entities to return the delivered items within the framework of the warranty conditions and to assert a material defect in accordance with the general terms of the law of obligations, as regulated by the Code of

Obligations. The listed legal entities do not have the option of withdrawing from the contract within 14 days of receiving the item without reason, as is the case for consumers (natural persons).

## DELIVERY OF GOODS

Shipments are delivered for us by various contractual partners. You will be informed about which delivery service will deliver the package to you (or, if there is more than one to choose from) during the purchase process.

All orders are usually shipped 1 to 2 days after receiving the order. Orders received over the weekend will be shipped on Monday, orders received during holidays will be shipped on the first business day after the holiday. The package will be delivered within 1 to 3 business days of the package being shipped.

The courier will deliver the shipment to the address you selected when ordering. Delivery of goods is limited to the territory of the Republic of Slovenia.

The delivery cost is calculated before the order is completed, so you will not have any additional costs after payment.

The delivery cost is calculated at the time of purchase at the current price of the delivery provider, as will be displayed in the purchase process before confirming the order.

For purchases with a total value of over 80.00 EUR, the delivery costs are fully covered by us.

Before delivery, the courier will usually contact you on the phone number you provided when ordering. You will also coordinate with him regarding delivery. The courier can also leave the shipment for you at one of the pickup points in Slovenia.

The order confirmation will also include a telephone number and email address that you can contact if you have any questions regarding your order. This document will also contain your order number, which you can use for any questions you may have regarding us.

## ORDER CANCELLATION

If you believe that you have made a mistake when placing your order, please contact us as soon as possible, but in any case within 2 hours of placing your order, via email at [info@greenalis.com](mailto:info@greenalis.com) and we will do our best to correct the order accordingly.

## CHANGE OF TERMS

The seller reserves the right to change the general terms and conditions without prior notice. Changes will enter into force immediately upon publication.

In these rare cases or in cases where the price or availability status changes during the processing of the order, the seller will allow the buyer to withdraw from the purchase or, in agreement with the buyer, offer the best option for resolving the situation.

## PRICES

All prices are expressed in euros (EUR) and include value added tax. Prices and other benefits (discounts, delivery method) are valid at the time of placing the order and have no predetermined validity. The discount applies to purchases by individuals and legal entities. The seller reserves the right to change prices. The seller undertakes to provide the most up-to-date and accurate information, but it may happen that the price information is incorrect. In this case, the price that was valid at the time of placing the order applies, if it was lower than the incorrect price, or if the incorrect price was higher than the valid price, the buyer is given the opportunity to purchase the goods at the correct (lower) price.

Photos of sale items must be considered together with the corresponding product description and other accompanying information about the product. Minor deviations are possible between the photograph of an individual product (its exterior - e.g. packaging, especially if the manufacturer changes the packaging) and the actual product, but never in the essential characteristics of the goods, such as quantity, composition and similar technical data.

MATERIAL DEFECT (for persons who do not have consumer status) and

GUARANTEE OF CONFORMITY (for persons who have consumer status under the applicable Consumer Protection Act)

## GUARANTEE OF CONFORMITY

The seller is liable for any non-conformity of the goods that exists at the time of delivery of the goods and that becomes apparent within two years of delivery of the goods.

The goods are in conformity with the sales contract in particular when this is appropriate:

- correspond to the description, type, quantity and quality and have the functionality, compatibility, interoperability and other properties required by the sales contract;
- is suitable for the specific purpose for which the consumer needs it and which the consumer has informed the seller of at the latest when concluding the sales contract and the seller has agreed to;
- is supplied with all accessories and instructions, including instructions for use, as specified in the sales contract, and
- is up-to-date as specified in the sales contract.

In addition to meeting the requirements of the previous paragraph, the goods must also:

- be suitable for the purposes for which goods of the same type are normally used, taking into account, where appropriate, other regulations, technical standards or, in the absence of such technical standards, industry codes of conduct applicable to the individual sector;
- be of such quality and correspond to the description of the sample or model made available to the consumer by the seller before concluding the sales contract, where appropriate;
- be supplied with such accessories, including packaging or other instructions, as the consumer can reasonably expect to receive, where appropriate, and
- be of such quantity and have such characteristics and other properties, including those relating to durability, functionality, compatibility and safety, as are usual for goods of the same type and which the consumer can reasonably expect, having regard to the nature of the goods and taking into account any public statement made in advertising or labelling by or on behalf of the seller or other persons in the preceding links of the contractual chain, including the manufacturer, unless the seller proves that:
  - he was not aware of the public statement and could not reasonably be expected to be aware of it,
  - the public statement was corrected in the same or comparable way by the time the sales contract was concluded, or
  - the public statement could not have influenced the decision to purchase the goods.

Notwithstanding the previous paragraphs, the seller shall not be liable for the lack of conformity of the goods if the seller specifically informed the consumer at the time of conclusion of the sales contract that an individual property of the goods deviates from the objective requirements for conformity and the consumer expressly and separately accepted this deviation at the time of conclusion of the sales contract.

In the event of lack of conformity of the goods, the consumer who has notified the seller of the lack of conformity of the goods is entitled, under the conditions and in the order set out in this section, to:

1. request that the seller bring the goods into conformity free of charge;
2. request a reduction in the purchase price in proportion to the lack of conformity or withdraw from the sales contract and request a refund of the amount paid.

The consumer may withhold payment of the remaining part of the purchase price or part of this remaining part of the purchase price until the seller has fulfilled his obligations under this section. The consumer shall exercise this right by making a statement informing the seller of his decision.

The consumer may require the seller to bring the goods into conformity free of charge, within a reasonable period of time from the moment he informs the seller of the lack of conformity, which shall not exceed 30 days, without significant inconvenience to the consumer, taking into account in particular the nature of the goods and the purpose for which the consumer needs the goods.

The period referred to in the previous paragraph may be extended to the shortest time necessary to complete the replacement, but not more than 15 days. When determining the extended period, the nature and complexity of the goods, the nature and seriousness of the lack of conformity and the effort required to complete the replacement shall be taken into account. The seller shall inform the consumer of the number of days for which the period may be extended and the reasons for its extension before the expiry of the period referred to in the previous paragraph.

The conformity of the goods shall be deemed to have been brought into conformity free of charge if the seller also bears the payment of the necessary costs incurred in bringing the goods into conformity, in particular the costs of shipping, transport, labour or materials.

In order to restore conformity of the goods, the consumer may choose between repair of the goods and replacement of the goods with new, faultless goods, unless:

- the fulfilment of the chosen warranty claim is impossible or
- the fulfilment of the chosen warranty claim represents disproportionate costs for the seller compared to another warranty claim, taking into account all the circumstances.

The circumstances referred to in the second indent of the previous paragraph are, in particular, the value that the goods would have had if they were not non-conforming, the significance of the non-conformity and the possibility of securing another warranty claim for the consumer without significant inconvenience.

The seller may reject the consumer's warranty claim to restore conformity of the goods if repair and replacement are not possible or if they would cause him disproportionate costs, taking into account all the circumstances, including those referred to in the previous paragraph.

Where replacement of the goods is necessary to restore conformity, the consumer shall make the goods available to the seller. Where replacement of the goods is necessary to restore conformity, the seller shall take back the replaced goods at his own expense.

The consumer is not required to pay for the normal use of the replaced goods during the period prior to the replacement.

The consumer may request a proportional reduction of the purchase price or withdraw from the sales contract in any of the following cases, all in accordance with the applicable legislation:

- the seller has not replaced the goods or, where applicable, has not carried out the replacement of the goods in accordance with this Act or has rejected the consumer's warranty claim for the establishment of conformity of the goods;
- the lack of conformity exists even though the seller has attempted to establish conformity;
- the nature of the lack of conformity is so serious as to justify an immediate proportional reduction of the purchase price or withdrawal from the sales contract, or

-the seller has stated or it is obvious from the circumstances that the seller will not establish conformity of the goods within a reasonable time or without significant inconvenience to the consumer.

The consumer may exercise his rights arising from the lack of conformity if he notifies the seller of the lack of conformity within two months of the date on which the lack of conformity was established.

The consumer shall describe the lack of conformity in detail in the notice of non-conformity.

The consumer may notify the seller of the lack of conformity in person, for which the seller shall issue a receipt, or may send it to the store where the goods were purchased, or may notify the seller's representative with whom he concluded the sales contract.

The consumer shall allow the seller to inspect the goods that the consumer claims are non-conforming.

If the existence of the lack of conformity of the goods is disputed, the seller shall notify the consumer thereof in writing within eight days of receipt of the consumer's warranty claim.

Where the consumer withdraws from the sales contract, the seller shall refund the amount paid to the consumer immediately, but no later than eight days after receipt of the goods or proof that the consumer has sent the goods back.

When the consumer requests a proportional reduction of the purchase price in accordance with the third paragraph of Article 83 of this Act, the seller shall refund part of the purchase price within eight days of receiving the request for a proportional reduction of the purchase price.

The consumer's rights under the guarantee of conformity shall expire within two years from the date on which the consumer notified the seller of the non-conformity of the goods.

#### WARRANTY FOR MATERIAL DEFECTS

Subjects that do not have the status of consumers under the regulations governing consumer protection may claim material defects in the goods in accordance with the general terms of the law of obligations (Code of Obligations).

#### GUARANTEE

There is no mandatory guarantee for the goods sold by the seller (dietary supplements).

Regardless of this, the seller gives you the option of, if you have purchased at least two pieces of an individual supplement and have been consuming it for two months and during this time you have not noticed a difference in your well-being (in the part to which the purchased dietary supplement refers). you return the remaining supplements, and the seller will refund you the proportional part of the purchase price

RETURN OF GOODS – information to the consumer regarding the exercise of the consumer's right to withdraw from the contract

The consumer has the right to withdraw from this contract within 14 days without giving any reason. The purchased goods must be returned unopened in the original packaging. We do not accept returns of opened products and in this case withdrawal from the contract is not possible, except in the case of possible non-conformity of the goods.

The withdrawal period expires within 14 days from the day on which

- the consumer acquires physical possession of the goods or a third party other than the carrier and designated by the consumer acquires them on behalf of the consumer, or
- in the case of a contract relating to several pieces of goods ordered by the consumer with one order and delivered separately: "when the consumer acquires physical possession of the last piece of goods or a third party other than the carrier and designated by the consumer acquires them on behalf of the consumer";
- in the case of a contract for the delivery of goods consisting of several shipments or pieces: "when the consumer acquires physical possession of the last shipment or piece of goods or acquires it on behalf of the consumer by a third party other than the carrier and designated by the consumer for this purpose";
- in the case of a contract for the regular delivery of goods over a certain period of time: "when the consumer acquires physical possession of the first piece of goods or acquires it on behalf of the consumer by a third party other than the carrier and designated by the consumer for this purpose".

To exercise the right of withdrawal, the consumer must inform the Seller by an unequivocal statement at the address MINETRADA d.o.o., Lokarje 31, 1217 Vodice or at the e-mail address [info@greenalis.com](mailto:info@greenalis.com) of his decision to withdraw from this contract (e.g. by letter sent by post or e-mail). For this purpose, the consumer may optionally fill out the withdrawal form for resolving complaints, available on the website [www.greenalis.com](http://www.greenalis.com).

#### WITHDRAWAL FORM

The consumer may also electronically complete and submit the model withdrawal form or any other unambiguous statement on the seller's website [www.greenalis.com](http://www.greenalis.com). If the consumer chooses this option, the company (for example, by e-mail) shall immediately send the consumer a confirmation of receipt of such withdrawal form on a durable medium.

In order for the withdrawal period to be observed, it is sufficient that the notification regarding the exercise of the consumer's right to withdraw from the contract is sent before the expiry of the withdrawal period from this contract.

#### Effects of withdrawal from the contract

If the consumer withdraws from this contract, the company shall reimburse all payments received, including delivery costs (except for additional costs due to the choice of a type of

delivery that is not the most affordable standard delivery method offered by the company). Such reimbursement shall be made by the company using the same means of payment as was used for the original transaction, unless the buyer used cash on delivery; in any case, the consumer shall not bear any costs as a result of such reimbursement.

In sales contracts where, upon withdrawal from the contract, the seller does not offer to take possession of the goods himself, the seller may withhold payment until he has received the returned goods.

The consumer shall return or hand over the goods to the seller without undue delay and in any event not later than 14 days from the day on which the consumer informed the company of his withdrawal from the contract. The deadline shall be observed if the consumer sends the goods back before the expiry of the 14-day period.

The direct costs of returning the goods shall be borne by the consumer. The cost of returning the goods is expected to not exceed EUR 10. If, due to the nature of the goods, they cannot be returned in the usual way by post, the direct costs of returning the goods shall be borne by the consumer.

The consumer is liable for the reduction in the value of the goods if the reduction in value is the result of conduct that is not strictly necessary to establish the nature, properties and functioning of the goods

The buyer does not have the right to withdraw from the contract in the following cases:

- in contracts for the supply of sealed goods that are not suitable for return for health protection or hygiene reasons, if the consumer has opened the seal after delivery
- goods that, due to their nature, are inseparably mixed with other items;
- goods that are perishable or have a short shelf life

## PERSONAL DATA PROTECTION

All information on the processing of personal data is available here.

The user is also responsible for the protection of personal data by ensuring the security of his/her username and password and by providing appropriate anti-virus protection for his/her computer.

## OTHER PROVISIONS

For business transactions with business partners and customers, the terms and conditions stated in the "General Terms and Conditions" apply exclusively, unless expressly stated otherwise. Other agreements without a written document cannot be valid.

Every buyer receives a copy of the "General Terms and Conditions" in writing upon request, otherwise the terms and conditions are published on the website [www.greenalis.com](http://www.greenalis.com)

Disagreements or disputes that may arise from the interpretation or implementation of the "General Terms and Conditions" will be resolved by the partners amicably. In the event that an agreement cannot be reached, the court closest to the consumer's permanent residence shall have jurisdiction, and in non-consumer disputes, the court at the seller's registered office shall have jurisdiction, and in all cases, the law of the Republic of Slovenia shall apply.

The "General Terms and Conditions" shall enter into force immediately upon receipt or publication on the website [www.greenalis.com](http://www.greenalis.com)

We declare that we are taxable persons and that we are obliged to pay value added tax pursuant to Article 76 of the Value Added Tax Act.

#### COMPLAINTS AND DISPUTES

The Seller complies with applicable consumer protection legislation. We make every effort to fulfill our duty to establish an effective complaints handling system and to designate a person with whom, in the event of problems, the Buyer can contact in writing or by e-mail. The complaint shall be sent in writing to the registered office of the Seller MINETRADA d.o.o., Lokarje 31, 1217 Vodice or to the e-mail address [info@greenalis.com](mailto:info@greenalis.com). The complaint handling procedure is confidential.

The Seller will acknowledge receipt of the complaint as soon as possible and will handle it within 8 (eight) days of its receipt. We will do our best to resolve any disputes amicably. If this is not possible, the court closest to the consumer's permanent residence shall have jurisdiction, and in non-consumer disputes, the court nearest the seller's registered office, and in all cases, the law of the Republic of Slovenia

In accordance with Article 32 of the Out-of-Court Dispute Resolution Act (ZIsRPS), we inform you that we do not recognize any IRPS provider as competent for resolving a consumer dispute that the buyer may initiate in accordance with this Act, and at the same time we inform you that you can also file a complaint on the EU platform for online consumer dispute resolution (SRPS) by clicking on the following link and following the instructions on the screen:

<https://ec.europa.eu/consumers/odr/main/?event=main.complaints.screeningphase>

The aforementioned regulation stems from the Out-of-Court Resolution of Consumer Disputes Act (Official Gazette of the Republic of Slovenia, No. 81/2015), Regulation (EU) No. 524/2013 of the European Parliament and of the Council on online dispute resolution for consumer disputes and amending Regulation (EC) No. 2016/2004 and Directive 2009/22/EC.

Vodice, 26.03.2025