



NOTICE ON FILING CUSTOMERS' COMPLAINTS

You can find information about your rights at the link <https://potrosac.me/zalbe-i-pitanja/zalba-potrosaca/> or file a complaint if you believe that your rights have been violated.

Consumers in Montenegro have rights guaranteed to consumers in the European Union. We inform our clients that complaints regarding the quality of our services can be also submitted in written form:

Personally:
in the CARWIZ
rent a car
business premises

or

By mail to the address:
CONGRESS TRAVEL d.o.o.
Studentska ulica 31
Iamela 3-5
81000 Podgorica, Montenegro

or

Through e-mail:
customer.support@carviz.me

You will receive a response to your complaint in written form within 15 days of receipt of the complaint. Required information: name and surname of the person filing the complaint, the exact address for submission of responses.

SIGNATURE AND STAMP