

Pursuant to the Law on Consumer Protection ("Official Gazette of RS", No. 62/2014, 6/2016 - other law and 44/2018 - other law) on 25.03.2019. year, director of Wellmedic doo Belgrade, Nemanjina 40/IV St., ID: 21127639, adopts

**RULEBOOK ON COMPLAINTS AND PROCEDURE FOR RESOLVING CLAIMS FOR GOODS PURCHASED
ONLINE THROUGH THE WEBSITE www.wellmedic.rs**

Article 1

The consumer has the right to make a complaint about the purchased goods through the website www.wellmedic.rs due to the lack of purchased goods, its incompleteness, miscalculated prices, as well as other reasons stipulated by the provisions of the Republic of Serbia Consumer Protection Act.

This Rulebook on Complaints and Procedure for Resolving Claims for Goods Purchased through the Website www.wellmedic.rs (hereinafter: the Rulebook) establishes the procedure and method for resolving consumer complaints against deficiencies of goods referred to in paragraph 1 of this Article.

Article 2

The consumer initiates the complaint procedure by submitting a Complaint form which he downloads on the website www.wellmedic.rs to email: office@wellmedic.rs.

After sending the Complaint form in the manner referred to in paragraph 1 of this Article, it is necessary that the consumer, through the courier service BEX (in Serbia), provide the seller with goods, with the original invoice and a printed, filled and signed Complaint form in the original, all at the seller's expense. In the case of complaints outside Serbia, Wellmedic should be contacted by email or telephone for instructions regarding this complaint step.

The product being shipped must be properly packed and clean, otherwise the conditions are not met, and the complaint will not be considered.

Goods with original invoice and printed, completed and signed Complaint form are sent to Wellmedic doo Beograd, Nemanjina 40/IV St., Belgrade 11000, Serbia.

The deadline for responding to the consumer comes into force from the moment when Wellmedic doo Beograd receives the registered shipment to the above address.

Article 3

If the goods delivered are not in conformity with the contract, the consumer who informed the seller of the deficiency shall have the right to require the seller to remove the defect, without compensation, by repair or exchange, or to demand a corresponding reduction in price or to terminate the contract in respect of those goods.

In any case, the consumer is not entitled to terminate the contract if the deficiency of the goods is insignificant.

Article 4

The consumer is not entitled to a complaint if the defect in the goods is due to his fault.

The seller has the right to refuse consumer complaints if the defect on the product is caused by damage to the product or the product was used contrary to the instructions given by the manufacturer from the declaration itself. The seller is not responsible for any possible damage or loss that might be caused to the buyer by the defective goods, when the manufacturer of such goods is known.

Article 5

The Seller is obliged to immediately, within 8 days from the day of receiving the complaint, provide the consumer with a written or electronic response to the stated complaint without delay. In any case, the deadline for resolving the complaint may not exceed fifteen days.

The response to the complaint must include the seller's decision whether to accept the complaint, a statement of the consumer's request, and a specific proposal and deadline for resolving the complaint.

The seller is obliged to act in accordance with the decision, proposal and deadline for resolving the complaint, if he has obtained the prior consent of the consumer.

For objective reasons, the seller may notify the consumer of the extension of the deadline for elimination of the complaint, but in that case for the extension of the deadline, it is necessary to obtain the prior consent of the consumer. In each case, the complaint can only be extended once.

Article 6

The Seller's Director considers the consumer's claims, determines their reasoning, or unfoundedness, and decides upon completion of the complaint procedure.

In the process of determining the merits of a consumer's claims, that is, determining whether the defect in the goods that is the subject of the complaint was caused by the fault of the producer or consumer, the company first passes the claim to the manufacturer of the goods.

Authorized Authorities - Commissions that are part of the manufacturer of the goods, after the inspection of the defective goods, submit their opinion to the seller.

Based on this opinion, the seller's director makes the final decision based on the consumer's complaint.

Article 7

The seller shall notify the consumer in writing or electronically of the acknowledgment of receipt and state the number under which his complaint is recorded in the record of received complaints.

The seller keeps records of complaints received in accordance with the Consumer Protection Act.

Article 8

If during the procedure it is determined that the consumer's claim was well founded, the seller is obliged to, within the shortest possible time which cannot be longer than 30 days from the day of receiving the complaint, depending on the complaint itself and the agreement reached with the consumer, replace the goods, return the money paid for those goods or, with the consent of the consumer, remedy the deficiency on the goods.

The deadline from the previous paragraph of this Rulebook may be extended only based on a written agreement with the consumer.

Article 9

The provisions of this Rulebook relate to the rights and obligations of the buyer and seller in the complaint procedure and does not exclude the rights and obligations of the buyer and seller under the terms of the warranty for products for which a guarantee obligation is imposed, which is exercised by the manufacturer or importer of goods, as the guarantor.

Article 10

Amendments to this Rulebook shall be made in the manner and procedure for its adoption.

Article 11

This Rulebook shall enter into force on the day of its adoption.

In Belgrade, on 25.03.2019

Jovana Požar, Direktor