

FORM FOR UNILATERAL TERMINATION OF CONTRACT - PRONO.HR

Purchase made by distance selling

1. Consumer's full name:

2. Consumer's address:

3. Contact phone number:

4. Email address:

5. Merchant's return address:

Prono.hr,

[Enter the business headquarters or warehouse return address]

6. I, _____,

hereby declare that I unilaterally terminate the Contract for the sale of the following goods / provision of the following services:

7. Order number (if available):

8. Order date:

9. Date of receipt of goods/services:

10. Reason for return (optional):

Consumer's signature (only if this form is submitted in paper format):

Date:

Instructions for unilateral contract termination

1. Contract termination deadline

You may unilaterally terminate the contract without providing a reason within 14 days from the date:

- You or a third party designated by you (who is not the carrier) received the product; or
- In the case of a service, from the day the contract was concluded.

2. How to exercise the right to terminate the contract?

To exercise the right to unilaterally terminate the contract, you must inform us of your decision to terminate the contract by submitting an unequivocal statement sent:

- **By mail:** Prono.hr, [Enter the business headquarters address]
- **By email:** [info@prono.hr]

You may use the enclosed form for unilateral contract termination, but it is not mandatory.

3. Returning goods

The product you wish to return must be sent to the merchant's address no later than 14 days from the day you sent the decision to terminate the contract.

The cost of returning the product is borne by the consumer unless otherwise agreed.

4. Refund

We will refund your money no later than 14 days from the day we receive your decision to terminate the contract and when the product is returned to us unless it concerns a service that has not been performed.

Consumer rights regarding unilateral contract termination

- In accordance with the Consumer Protection Act and the EU Consumer Rights Directive, the consumer has the right to unilaterally terminate a contract concluded remotely or outside the trader's business premises without providing a reason.
- The contract cannot be terminated in cases specified in Article 79 of the Consumer Protection Act (e.g., personalized products, sealed goods that cannot be returned for health protection reasons, services fully performed, etc.).

For more information or assistance, feel free to contact us via email: **info@prono.hr**.