

COMPLAINTS AND CLAIMS

STAGING DRAFT - legal and commercial review required

Trader details

AVE & VETMEDIC DOO Beograd | Petra Lekovića 6, 11030 Beograd, Serbia | MB 21154822 | PIB 109283466 |
office@ave-vetmedic.com | +381 11 404 79 50

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How to submit a complaint

Email office@ave-vetmedic.com or write to Petra Lekovića 6, 11030 Belgrade. Include the order number, product, description of the issue and preferred response; attach photographs and proof of purchase when available. The footer form is convenient but not mandatory.

Handling and remedies

The trader acknowledges receipt and handles the claim within the time limits and procedures required by applicable law. Repair, replacement, price reduction or contract termination and refund are available where the legal conditions are met. Mandatory rights of consumers in Serbia and Greece remain unaffected.

Product safety report

For a suspected adverse reaction, include the LOT or batch, expiry date, relevant species or other necessary details, and a description of the event. In an emergency, contact a doctor or veterinarian immediately. A safety report and a consumer complaint are separate processes.

Issue / requested remedy

Name, date and signature