Complaint

The consumer may file a complaint to exercise their rights under Article 51 and Article 80 of the Consumer Protection Act ("Official Gazette of the Republic of Serbia," No. 88/2021), as well as due to incorrectly calculated prices or other deficiencies, either **verbally at the point of sale** where the ticket was purchased or **in the following manner:**

- - Electronically – via email to office@tickets.rs,
- - By mail – to the company headquarters at Vajara Đoke Jovanovića 12, Savski Venac, Belgrade.
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When filing a complaint, the consumer is required to provide proof of purchase (a copy of the receipt, slip, etc.).