

Description of the service provided by Robocash

Opis usluge koju pruža Robocash

1. **The main characteristics of the product – purchase of claim rights in loans issued by posted loan originators on the website <https://robo.cash/> owned and maintained by Robocash d.o.o. (registered address: Croatia, Petračićeva 4, Zagreb, 10110, OIB: 43870894097).**
2. **Name and registered office, telephone number, e-mail address – Robocash d.o.o. (registered address: Croatia, Petračićeva 4, Zagreb, 10110, OIB: 43870894097, e-mail address: support@robo.cash, phone No: + 385 1355-58-18, hereinafter – ROBOCASH.**
3. **The retail price of the product – sum equivalent to the amount of claim rights expressed in EUR currency user wishes to purchase.**
4. **Conditions of payment, time of delivery of goods or provision of services and, if any, manner of resolving consumer complaints by ROBOCASH – payment conditions are indicated in each generated assignment agreement whenever user exercises its option to purchase certain amount of claim rights and claim rights are considered bought from the moment user exercise its purchase option, while complaints, if any, are resolved mutually or in court of the Republic of Croatia in accordance with the rule of competence or through any other supervisory authority dependent on the subject matter of the issue at hand.**
5. **Conditions, deadlines, and procedure for exercising the right to unilateral termination of the contract – user at any time during the validity period of the Agreement is entitled to request termination of the Agreement and deactivation of its User's Profile on a condition that the User does not own any Claim served by ROBOCASH and has no outstanding payment liabilities towards ROBOCASH or any of the party to a made Transaction. In such case the Agreement will be considered void from the moment ROBOCASH receives such request from the User and finds that there are no circumstances which would exclude the possibility to terminate the Agreement without delay.**
6. **The duration of the contract, if the contract is concluded for a definite period, i.e., the conditions for cancellation or termination of the contract concluded for an indefinite period or which is automatically extended – Agreement is in force for indefinite period of time, while the user at any time during the validity period of the Agreement is entitled to request termination of the Agreement and deactivation of its User's Profile on a condition that the User does not own any Claim served by ROBOCASH and has no outstanding payment liabilities towards ROBOCASH or any of the party to a made Transaction. In such case the Agreement will be considered void from the moment ROBOCASH receives such request from the User and finds that there are no circumstances which would exclude the possibility to terminate the Agreement without delay.**
7. **Out-of-court dispute resolution mechanisms, i.e., on compensation systems and the way in which the consumer can use them – any dispute or complaint, if any is resolved through mutual discussions, whereas final resort either court of law is used for further resolution of the dispute at hand and/or the with involvement of supervisory authority dependent on the subject matter.**
1. **Glavne karakteristike proizvoda – kupnja prava tražbine po kreditima objavljenim na web stranici <https://robo.cash/> koju posjeduje i održava Robocash d.o.o. (registrirana adresa: Hrvatska, Petračićeva 4, Zagreb, 10110, OIB: 43870894097).**
2. **Naziv i sjedište, broj telefona, e-mail adresa – Robocash d.o.o. (registrirana adresa: Hrvatska, Petračićeva 4, Zagreb, 10110, OIB: 43870894097, e-mail adresa: support@robo.cash, broj telefona: + 385 1355-58-18, u daljnjem tekstu – ROBOCASH.**
3. **Maloprodajna cijena proizvoda – iznos ekvivalentan iznosu prava potraživanja izraženom u EUR valuti koju korisnik želi kupiti.**
4. **Uvjeti plaćanja, vrijeme isporuke robe ili pružanja usluga i, ako postoje, način rješavanja pritužbi potrošača od strane ROBOCASH – uvjeti plaćanja navedeni su u svakom generiranom ugovoru o ustupanju kad god korisnik iskoristi svoju opciju otkupa određenog iznosa prava potraživanja i prava potraživanja smatraju se kupljenim od trenutka kada korisnik iskoristi svoju opciju kupnje, a pritužbe, ako ih ima, rješavaju se međusobno ili na sudu u Republici Hrvatskoj u skladu s pravilom nadležnosti ili putem bilo kojeg drugog nadzornog tijela ovisno o predmetu predmetno pitanje.**
5. **Uvjeti, rokovi i postupak za ostvarivanje prava na jednostrani raskid ugovora – korisnik na adresi u bilo kojem trenutku tijekom razdoblja važenja Ugovora ima pravo zatražiti raskid Ugovora i deaktivaciju korisničkog profila pod uvjetom da Korisnik ne posjeduje nikakvo potraživanje koje poslužuje ROBOCASH i da nema nepodmirenih obveza za plaćanje prema ROBOCASH-u ili bilo kojoj od strana na izvršenu transakciju. U tom slučaju Ugovor će se smatrati nevažećim od trenutka kada ROBOCASH zaprimi takav zahtjev od Korisnika i utvrdi da ne postoje okolnosti koje bi isključile mogućnost da se Ugovor bez odgode raskine.**
6. **Trajanje ugovora, ako je ugovor sklopljen na određeno vrijeme, odnosno uvjeti za raskid ili raskid ugovora sklopljenog na neodređeno vrijeme ili koji se automatski produžava – Ugovor je na snazi na neodređeno vrijeme, dok korisnik u bilo kojem trenutku tijekom razdoblja važenja Ugovora ima pravo zatražiti raskid Ugovora i deaktivaciju svog korisničkog profila pod uvjetom da Korisnik ne posjeduje nikakvo potraživanje koje poslužuje ROBOCASH i da nema nepodmirenih obveza prema ROBOCASH-u ili bilo koja strana u izvršenoj transakciji. U tom slučaju Ugovor će se smatrati nevažećim od trenutka kada ROBOCASH zaprimi takav zahtjev od Korisnika i utvrdi da ne postoje okolnosti koje bi isključile mogućnost da se Ugovor bez odgode raskine.**
7. **Mehanizme za izvensudsko rješavanje sporova, odnosno o sustavima naknade i načinu na koji ih potrošač može koristiti – svaki spor ili pritužba, ako postoji, rješava se međusobnim razgovorima, dok se za krajnje sredstvo koristi bilo koji sud daljnje rješavanje predmetnog spora i/ili uz sudjelovanje nadzornog tijela ovisno o predmetu.**