SRPSKI

Uputstvo o odustanku od ugovora

Prodavac: CODEVO, obrt za računalne i druge usluge, vl. Ivan Babić
Krotovica 16, 10040 Zagreb, Hrvatska
OIB: 00448210519
Telefon: +385 95 353 9388
E-pošta: info@easyformstudio.com

Ovo uputstvo važi za ugovore o programu Easy Form Studio (mesečna pretplata, godišnja pretplata i doživotna licenca) koje ste zaključili kao potrošač.

1. Pravo na odustanak od ugovora

Imate pravo da u roku od 14 dana odustanete od ovog ugovora bez navođenja razloga.

Rok za odustanak ističe nakon 14 dana od dana zaključenja ugovora. Kod pretplate to je dan porudžbine; kod pretplate sa besplatnim probnim periodom to je dan kada je počeo probni period. Ako ste pri kupovini ili tokom probnog perioda zatražili da isporuka počne odmah, pravo na odustanak prestaje isporukom licencnog ključa (vidi tačku 5).

Da biste ostvarili pravo na odustanak, morate nas o svojoj odluci da odustanete od ovog ugovora obavestiti nedvosmislenom izjavom poslatom poštom ili e-poštom, uz navođenje svog imena, adrese i broja telefona ili adrese e-pošte. Možete koristiti dole navedeni model obrasca za odustanak, ali to nije obavezno. Izjavu pošaljite:

- poštom na adresu: CODEVO, obrt za računalne i druge usluge, vl. Ivan Babić, Krotovica 16, 10040 Zagreb, Hrvatska;
- e-poštom na adresu: info@easyformstudio.com.

Zahtev za raskid ugovora i povraćaj novca prema odeljku 16 Opštih uslova možete poslati i elektronski, funkcijom odustanka na našem sajtu: https://api-staging.easyformstudio.com/withdrawal/?lang=sr. Unesite adresu e-pošte sa kojom ste kupili licencu, izaberite razlog i opišite nedostatak. Za pretplatu u besplatnom probnom periodu izaberite odustanak u zakonskom roku od 14 dana; tada nisu potrebni razlog ni opis. Bez odlaganja ćemo vam e-poštom poslati potvrdu prijema, sa sadržajem te datumom i vremenom prijema.

Da bi rok za odustanak bio poštovan, dovoljno je da obaveštenje o ostvarivanju prava na odustanak pošaljete pre isteka roka za odustanak.

2. Posledice odustanka

Ako odustanete od ovog ugovora, vratićemo vam sva plaćanja koja smo primili od vas bez nepotrebnog odlaganja, a najkasnije u roku od 14 dana od dana kada smo obavešteni o vašoj odluci da odustanete od ovog ugovora. Kod pretplate zadržavamo samo srazmeran iznos prema tački 3.

Povraćaj vršimo istim sredstvom plaćanja koje ste koristili pri prvobitnoj transakciji, to jest karticom kojom ste platili, osim ako ste izričito pristali na drugačije; ni u kom slučaju zbog tog povraćaja nećete snositi nikakve troškove.

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Withdrawal instructions

Seller: CODEVO, obrt za računalne i druge usluge, vl. Ivan Babić
Krotovica 16, 10040 Zagreb, Croatia
OIB: 00448210519
Phone: +385 95 353 9388
E-mail: info@easyformstudio.com

These instructions apply to contracts for Easy Form Studio (monthly subscription, yearly subscription and lifetime licence) that you concluded as a consumer.

1. Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day of the conclusion of the contract. For a subscription this is the day of the order; for a subscription with the free trial it is the day the trial started. If you asked for immediate delivery when buying or during the trial, the right of withdrawal ends when the licence key is delivered (see point 5).

To exercise the right of withdrawal, you must inform us of your decision to withdraw from this contract by an unequivocal statement sent by post or e-mail, giving your name, address, and phone number or e-mail address. You may use the model withdrawal form below, but it is not obligatory. Send your statement:

- by post to: CODEVO, obrt za računalne i druge usluge, vl. Ivan Babić, Krotovica 16, 10040 Zagreb, Croatia;
- by e-mail to: info@easyformstudio.com.

You can also send the request for termination and refund under section 16 of the Terms and Conditions electronically, with the withdrawal function on our website: https://api-staging.easyformstudio.com/withdrawal/. Enter the e-mail address you bought the licence with, choose the reason and describe the defect. For a subscription in its free trial, choose the withdrawal within the statutory 14 days; no reason or description is needed then. We will send you an acknowledgement of receipt by e-mail without delay, with its content and the date and time of receipt.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

2. Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. For a subscription we keep only the proportionate amount under point 3.

We will carry out such reimbursement using the same means of payment as you used for the initial transaction, that is, the card you paid with, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

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3. Pretplata započeta pre isteka roka za odustanak

Ova tačka važi za mesečnu ili godišnju pretplatu zaključenu pre 1. novembra 2026.. Ako ste zatražili da pretplata počne tokom roka za odustanak, dužni ste da nam platite iznos srazmeran onome što je pruženo do trenutka kada ste nas obavestili o odustanku od ovog ugovora, u poređenju sa punim obimom ugovora.

Kod pretplate sa besplatnim probnim periodom tokom probnog perioda ništa se ne plaća; on traje 14 dana, koliko i rok za odustanak. Dakle, ne plaćate ništa ako odustanete na vreme.

4. Dejstvo na licencu

Odustankom licenca prestaje: pretplata se otkazuje bez daljih naplata, a izvozi, novi elementi i šabloni u programu se zaključavaju.

5. Trenutna isporuka licence

Ako ste pri kupovini (doživotna licenca, pretplata bez probnog perioda) ili tokom probnog perioda („Uključi desktop odmah”, prelazak na drugi plan) izričito zatražili da isporuka licence počne odmah i potvrdili da time gubite pravo na odustanak, a mi smo to potvrdili u e-poruci sa potvrdom porudžbine, nemate pravo na odustanak nakon što je licencni ključ isporučen (član 86. stav 1. tačka 13. hrvatskog Zakona o zaštiti potrošača).

Ako niste dali taj zahtev i potvrdu, ili ih mi nismo potvrdili e-poštom, imate pravo na odustanak u roku iz tačke 1.

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3. Subscription started before the end of the withdrawal period

This point applies to a monthly or yearly subscription concluded before 1 November 2026. If you requested that the subscription begin during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated to us your withdrawal from this contract, in comparison with the full coverage of the contract.

For a subscription with the free trial nothing is paid during the trial, which lasts 14 days, as long as the withdrawal period. So you pay nothing if you withdraw in time.

4. Effect on the licence

On withdrawal the licence ends: a subscription is cancelled with no further charges, and exports, new cabinets and templates in the program are locked.

5. Immediate delivery of the licence

If, when buying (lifetime licence, subscription without the trial) or during the trial (“Unlock the desktop now”, switching to the other plan), you expressly requested that delivery of the licence start immediately and acknowledged that you thereby lose your right of withdrawal, and we confirmed this in the order confirmation e-mail, you have no right of withdrawal once the licence key has been delivered (Article 86(1)(13) of the Croatian Consumer Protection Act).

If you did not give this request and acknowledgement, or we did not confirm them by e-mail, you have the right of withdrawal within the period under point 1.

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Obrazac za raskid ugovora i povraćaj novca

(popunite i vratite ovaj obrazac ako tražite povraćaj novca u slučajevima iz odeljka 16 Opštih uslova)

Prima: CODEVO, obrt za računalne i druge usluge, vl. Ivan Babić, Krotovica 16, 10040 Zagreb, Hrvatska; telefon: +385 95 353 9388; e-pošta: info@easyformstudio.com

Ovim raskidam svoj ugovor o licenci za Easy Form Studio – pretplata (*) / doživotna licenca (*) – i tražim povraćaj novca zbog nedostatka programa (Opšti uslovi, odeljak 16):

□ programu nedostaje funkcija koju opisuje sajt easyformstudio.com
□ program ima grešku koja ozbiljno narušava njegov rad

Opis nedostatka (šta nedostaje ili ne radi) i datum kada je prijavljen na info@easyformstudio.com:

Datum kupovine:

Ime i prezime:

Adresa:

Adresa e-pošte sa kojom je licenca kupljena:

Potpis (samo ako se ovaj obrazac dostavlja na papiru):

Datum:

(*) Nepotrebno precrtati.

Ovaj zahtev možete popuniti i poslati i elektronski, funkcijom odustanka na našem sajtu: https://api-staging.easyformstudio.com/withdrawal/?lang=sr. Bez odlaganja ćemo vam e-poštom poslati potvrdu prijema.

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Form for termination and refund

(complete and return this form if you request a refund in the cases of section 16 of the Terms and Conditions)

To: CODEVO, obrt za računalne i druge usluge, vl. Ivan Babić, Krotovica 16, 10040 Zagreb, Croatia; phone: +385 95 353 9388; e-mail: info@easyformstudio.com

I hereby terminate my contract for the Easy Form Studio licence – subscription (*) / lifetime licence (*) – and request a refund because of a defect of the program (Terms and Conditions, section 16):

□ the program lacks a feature that the website easyformstudio.com describes
□ the program has a bug that seriously impairs its working

Description of the defect (what is missing or does not work) and the date it was reported to info@easyformstudio.com:

Date of purchase:

Name:

Address:

E-mail address the licence was bought with:

Signature (only if this form is notified on paper):

Date:

(*) Delete as appropriate.

You can also fill in and send this request electronically with the withdrawal function on our website: https://api-staging.easyformstudio.com/withdrawal/. We will send you an acknowledgement of receipt by e-mail without delay.

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Model obrasca za odustanak od ugovora

(popunite i vratite ovaj obrazac samo ako želite da u roku od 14 dana odustanete od pretplate u njenom besplatnom probnom periodu)

Prima: CODEVO, obrt za računalne i druge usluge, vl. Ivan Babić, Krotovica 16, 10040 Zagreb, Hrvatska; e-pošta: info@easyformstudio.com

Ovim obaveštavam da odustajem od svog ugovora o pretplati na Easy Form Studio (pretplata sa besplatnim probnim periodom).

Zaključen dana (početak probnog perioda):

Ime i prezime:

Adresa:

Adresa e-pošte korišćena za porudžbinu:

Potpis (samo ako se ovaj obrazac dostavlja na papiru):

Datum:

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Model withdrawal form

(complete and return this form only if you wish to withdraw from a subscription in its free trial, within 14 days)

To: CODEVO, obrt za računalne i druge usluge, vl. Ivan Babić, Krotovica 16, 10040 Zagreb, Croatia; e-mail: info@easyformstudio.com

I hereby give notice that I withdraw from my contract for the Easy Form Studio subscription (subscription with the free trial).

Concluded on (start of the trial):

Name:

Address:

E-mail address used for the order:

Signature (only if this form is notified on paper):

Date: