

We want you to be satisfied with our services. However, it could be that you are not satisfied. In that case, you will have the possibility to submit a complaint to us. Kindly find below the information on how you can submit your complaint.

When can I submit a complaint?

You can submit a complaint if you believe that we have made a mistake or have not treated you properly. For example, your complaint could be about:

- not responding or responding too late to a letter or telephone call;
- failure to provide information or to provide information on time;
- failure to keep to an agreement; or
- if any of us is rude to you.

Do I have to pay for submitting a complaint?

No. You do not have to pay for submitting a complaint to us.

How can I submit a complaint?

You can submit your complaint via the e-mail address: complaints@bitladon.com. We kindly ask you to use the following roadmap.

1) Indicate the date of the problem: when did the problem occur?

It may be difficult to pinpoint the date of the problem. For example, because it has been a while ago. It may also be that the problem occurred during a longer period of time. In these cases, please indicate the date of which you think: that's when it started.

2) Describe your complaint: what are you dissatisfied with and what are your expectations of us?

Write down what your complaint is about. Explain as clearly as possible what you are dissatisfied with and why. Please also indicate your expectations about the outcome of your complaint. You can submit your complaint in your native language.

3) Provide your personal details: how can we reach you?

We would like to see the following personal information in your email:

- your salutation (Mr/Mrs);
- your initial(s);
- (possibly) your prefix(es);
- your surname;
- your street name;
- your house number;
- your postal code;
- your place of residence;

- your telephone number.

This enables us to contact you about your complaint.

Can someone help me submit my complaint?

Yes. Are you unable to send your complaint to us or would you prefer to speak to someone from our helpdesk? Then you can call us. Our telephone number is: +31 (0)85 007 4844. You can call us free of charge. You can also contact us via our chat. We are available from Monday to Sunday, from 9 a.m. to 5 p.m.

Can I also discuss my complaint over the phone?

Yes, but in that case we ask you to send us first an e-mail. Otherwise we cannot handle your complaint. You can call us on our telephone number: +31 (0)85 007 4844. We are available from Monday to Friday, from 9 a.m. to 5 p.m. CET.

Will I receive a confirmation of my submitted complaint?

Yes. When we have received your complaint, you will receive a confirmation by e-mail. We aim to send you the confirmation within 3 working days.

When will I receive a substantive response to my complaint?

We aim to have your complaint resolved or to respond substantively to your complaint within a maximum of 30 after receiving your complaint. However, sometimes there may be a reason why we are unable to do so. In that case, we will let you know within this period.

What if I do not agree with your substantive response to my complaint?

We always try to resolve your complaint together with you. Nevertheless, it may happen that you do not agree with our solution or response. If your complaint is declared unfounded, as well as in any other case when you are dissatisfied with our services, you can submit your complaint to the competent court.