

COMPLAINT PROCEDURE

#BronzGreen Bee



Article 1 – Complaint procedure

1. The entrepreneur has a sufficiently publicized complaints procedure and handles the complaint in accordance with this complaint procedure.
 2. Complaints about the implementation of the agreement must be submitted to the entrepreneur within 7 days fully and clearly described, after the consumer has found the defects.
 3. Complaints submitted to the entrepreneur shall be answered within a period of 14 days from the date of receipt. If a complaint requires a foreseeably longer processing time, the entrepreneur will respond within the 14-day period with a notice of receipt and an indication of when the consumer can expect a more detailed answer.
 4. If the complaint cannot be resolved by mutual agreement, a dispute arises that is subject to the dispute resolution procedure.
 5. In case of complaints, a consumer should first turn to the entrepreneur. If the store is affiliated with Stichting WebwinkelKeur and complaints cannot be resolved by mutual agreement, the consumer should contact Stichting WebwinkelKeur (www.webwinkelkeur.nl), who will mediate for free. Check if this online store has a current membership via <https://www.webwinkelkeur.nl/ledenlijst/>. If there is still no solution, the consumer has the possibility to let his complaint be handled by the independent dispute resolution commission appointed by Stichting WebwinkelKeur, the decision of which is binding and both the entrepreneur and the consumer agree to this binding decision. There are costs associated with submitting a dispute to this Disputes Committee, which must be paid by the consumer to the relevant committee. It is also possible to file complaints via the European ODR platform (<http://ec.europa.eu/odr>).
- a. A complaint does not suspend the obligations of the entrepreneur, unless the entrepreneur indicates otherwise in writing.
 - b. If a complaint is found to be justified by the entrepreneur, the entrepreneur will, at his discretion, either replace or repair the delivered products free of charge.

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