



COMPLAINTS HANDLING PROCEDURE

Customer satisfaction is very important to us. A complaint or point for attention offers us the opportunity to do better. So don't hesitate to raise your complaint. Let us know about it. Please rest assured that your complaint will be handled confidentially.

Procedure

1. You can submit your complaint by email to feedback@paradigma.nl. To be of service to you as best as possible, we ask that you include your name and date of birth, your contact person, and the brand/company and, if applicable, the name of the person you wish to make a complaint about.
2. After we have received your complaint, we will send you written confirmation of our receipt of your complaint.
3. Subsequently, we will provide you with a response addressing the content of your complaint. Depending on the nature of your complaint, we will provide this response in writing or we will have a meeting with you, which is more appropriate in some cases. When a meeting has been held, you will receive written confirmation of this meeting. The processing time for the above procedure is three working weeks.
4. If you are dissatisfied with the handling of your complaint, you can notify the management of the relevant label of this in writing within one calendar month of our response to your complaint. You will then be given the opportunity to explain your complaint in a meeting. Whether this meeting will take place over the phone or in person will be decided by mutual agreement. During this meeting we will strive to find a solution that is to the satisfaction of both parties. We will send you written confirmation of this meeting.

Exceptions

Our complaints handling procedure does not apply to the following matters:

- If you have any questions or comments about invoices, you can contact our Finance department at finance@paradigma.nl.
- If you believe you have incurred a financial loss due to the actions or omissions of one of our staff members, you can send a notice of liability to our Legal Affairs department at privacy@paradigma.nl.

Retention period

The data we process in the context of the complaints handling procedure will be retained for a period of five years after the handling of your complaint.

Questions?

If you have any questions about our complaints handling procedure, please get in touch with your contact person.



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