

Customer Complaints Procedure

Waste4ME BV

Introduction:

Waste4me strives for good service. All employees of Waste4ME do their job as accurately as possible and with the best possible effort. Although we try to prevent them, human mistakes may also occur in Waste4ME and customer may not be entirely satisfied with his/her contact with Waste4ME. Customer may have suggestions to improve the service or maybe customer has noticed what's eligible for improvement. We want to enable customers to communicate how we can improve our services and products. Of course, we are also open to positive experiences, ideas or compliments.

The complaints procedure used by Waste4ME ensures that complaints are addressed responsibly. Equally, a customer's complaint may contribute to the improvement of Waste4ME's business quality.

Handling customer complaints

1.1 Discussing immediately:

The simplest and often the quickest solution for a customer is to speak directly to the person who, in his/her opinion, has aroused his/her displeasure. Such a conversation can be enlightening and possibly remove the cause of the customer's complaint. If this is not an option, or if is evident that it will not bring about the intended result, customer can follow the paths described below.

1.2 Contacting Waste4ME:

1.2.1 *Customer contacting his/her contact person*

We invite a customer to report a complaint or displeasure directly and discuss it with his/her contact person within Waste4ME. For example, a customer may not find his/her contact person's behaviour correct, or s/he may miss the "click" with the contact, or s/he can be dissatisfied with the information provided. The shortest way is to discuss this with the contact person himself/herself.

We expect our people to take comments or complaints seriously and try to find solutions responsibly. In most cases, a complaint will be resolved through consultation. Our experience is that discussing dissatisfaction or complaining directly and openly often helps. The employee(s) will also always (confidentially) inform the management of the customer's complaint or point of dissatisfaction.

If this does not result in customer satisfaction, he/she can contact his/her contact person's management as described in the following part.

1.2.2 *Customer contacting the board of Waste4me*

Unfortunately, it may not always possible for a customer to resolve a complaint or displeasure in conversation with the contact. For example, an employee may not be able to share or resolve the complaint. A customer may also prefer not to place the complaint with the contact person, or s/he may find it difficult to communicate to the contact person. A complaint, therefore, can also be referred directly to the management.

All complaints that come in to the Waste4ME are registered confidentially to the highest level.

Customers can call, email, or write, directing to Waste4ME Management, to:

Waste4ME B.V.
Sisalbaan 13 Leiderdorp,
2351 AZ The Netherlands
Tel: [+31] 23 203 99 88
Mail: info@waste4me.com
Website: www.waste4me.com/info

Customer complaint must contain:

1. Name, address email address and phone number of the customer;
2. Name of the person covered by the complaint;
3. Description of the complaint;
4. Relevant information about the complaint (date, facts, circumstances or events related to the origin of the complaint).

1.2.3 *Handling period*

Within 5 business days of receiving the complaint, customer will receive confirmation via email.

Customer can expect a response to his/her complaint within 2 weeks.

This can also be a formal answer or a regular communication when customer can expect a comprehensive response. If the customer is not satisfied with our response, he/she can make that known to us in the same way.

We will respond to customer's second reaction within one week.