

## Not satisfied with our service?

Let's solve it together!

## Complaints procedure

Our goal is to deliver the highest possible quality and we find it important that you are satisfied with our products and services. Should this is not the case, please let us know. We will do our best to provide an appropriate solution.

## How can you file a complaint?

We advise you to submit your complaint in writing. This can be done in two ways.

1. Send a letter to Test2fly.amsterdam, p/a de Weegschaal 14, 5215MN 's Hertogenbosch
2. By e-mail. Send your complaint to [info@test2fly.amsterdam](mailto:info@test2fly.amsterdam)

## What happens with your complaint?

We try to answer your complaint within 14 days after receipt. If more time is needed, we will let you know as soon as possible. We will also let you know how long we think this will take.

Is your complaint still unresolved?

It is possible that you do not agree with the answer we give to your complaint. If that is the case, you have 6 weeks to make this known. You do this by letting us know in writing (by letter or e-mail) that you do not agree, and what you would find an appropriate solution.

You can send the letter to:

Test2fly.amsterdam  
p/a Care4homecare  
de Weegschaal 14  
5215 MN 's Hertogenbosch

As soon as we have received your message we will let you know, together with the period of time we need to handle your complaint again.

## Still not satisfied with the outcome?

Although we sincerely hope not, it may be that after this procedure you are still not satisfied with the handling of your complaint. It is then wise to contact the following body:

The Disputes Committee: [www.degeschillencommissie.nl](http://www.degeschillencommissie.nl)

Mailing address: PO Box 90600, 2509LP The Hague.

Please note: costs are charged for this service. Check the website to see what these costs are.

Note: If you cannot submit your complaint to the arbitration board referred to above, or if you do not wish to do so, you can also submit your complaint directly to a legal advisor.