

Complaints Policy

1. Definitions

1.1 In this Complaints Policy the following expressions have the following meanings:

“Company”: FEDAFONE LTD

“Complaint” means a complaint about services sold/rendered by FEDAFONE LTD, about our customer service;

“Complaints Policy” means this document;

“Complaints Procedure” means the internal complaints handling procedure of FEDAFONE LTD which is followed when handling a Complaint;

“Complaint Reference” means a unique code assigned to Your Complaint.

2. Purpose of this Complaints Policy

2.1 FEDAFONE LTD welcomes and encourages feedback of all kinds from our customers. If You have a Complaint about our services, our customer service, not only do we want to resolve it to your satisfaction, but we also want to learn from it in order to improve our business and customer experience in the future.

2.2 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:

2.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about the Company, our services, our customer service, or about our employees;

2.2.2 To ensure that all Complaints are handled equally and in a fair and timely fashion;

2.2.3 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

2.3 PLEASE NOTE that all refund options are set out in Our Terms and Conditions available on <https://fedafone.com/terms>.

3. What this Complaints Policy Covers

3.1 This Complaints Policy applies to the provision of services by the Company, to our customer service.

3.2 Complaints may relate to any of our activities and may include (but not be limited to):

3.2.1 The quality of customer service you have received from the Company;

3.2.2 Delays, defects, poor workmanship or other problems associated with the services by the Company;

3.2.3 Other.

3.3 The following are not considered to be Complaints and should therefore be directed to the appropriate department:

3.3.1 General questions about our services;

3.3.2 Matters concerning contractual or other legal disputes;

3.3.3 Formal requests for the disclosure of information, for example, under applicable legislation.

4. Making a Complaint

4.1 All Complaints, whether they concern our services, our customer service should be made in one of the following ways:

4.1.1 By email, addressed to support@fedafone.com;

4.1.2 Via Telegram account t.me/fedafonesupport.

4.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:

4.2.1 Your name and Telegram username registered with the Company's service (we will contact you using your preferred contact method as your Complaint is handled);

4.2.2 If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;

4.2.3 If You are making a Complaint about a particular transaction, full details of such transaction available to you;

4.2.4 Further details of your Complaint including, as appropriate, all times, dates, events, and matters involved;

4.2.5 Details of any documents or other evidence you wish to rely on in support of your Complaint;

4.2.6 Details of what you would like the Company to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)

4.3 The Complaint shall be filed not later than 5 (five) calendar days following the incident, which is the underlying ground for the Complaint, otherwise the Company reserves its right to reject the Complaint.

4.4 PLEASE NOTE that the Company reserves its right to reject the Complaint without consideration in case it contains: (i) offensive language towards the Company; (ii) obscene language; (iii) racist, ethnically offensive, threatening, infringing or libelous wording.

5. How We Handle Your Complaint

5.1 If the information detailed in Section 4.2 is missing, insufficiently detailed, or incomplete, or in case we need to verify your identity, we will contact you within 10 calendar days of receipt of the Complaint to request further information. PLEASE NOTE that if you fail to provide reasonable amount of information supporting the Complaint the Company reserves its right to either resolve the Complaint based on information provided by you or reject the Complaint.

5.2 If we require any further information or evidence from you, we will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.

5.3 We aim to resolve the Complaints within 30 calendar days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

5.4 At the conclusion of the complaints procedure, regardless of the outcome, we will provide you with details of our investigation, our conclusions from that investigation, and any action taken as a result.

6. Confidentiality and Data Protection

6.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees of the Company who need to know in order to handle your Complaint.

6.2 We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting us, whose details are provided above in Section 4.1.

6.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used, and held in accordance with the Company's Privacy Policy.

7. Policy Responsibility and Review

7.1 This Complaints Policy is regularly reviewed and updated as required.

7.2 This Complaints Policy was updated on 04 September 2023.