

Hagelwit strives to offer its clients high-quality services. We find it important that you are satisfied with our services. Nevertheless, things can go wrong or go differently than expected. This can give rise to a complaint. Complaints may include the execution of the agreed service, the administrative organization, communication, costs, etc. It is important to let us know what was unsatisfactory. This enables us to work with you to find a solution and prevent the recurrence of complaints. Moreover, we will be able to improve the quality of our services where necessary. In all cases, your complaint will be treated confidentially.

For less serious complaints, you are kindly requested to consider notifying us first by telephone to see if a solution can be found in this way. In case of serious complaints, if you do not wish to discuss the complaint verbally or if the consultation does not give the desired result, you can submit a written complaint. We will not deal with anonymous complaints, because the situation that gave rise to the complaint cannot be investigated sufficiently.

We aim to answer your complaint within 4 weeks. If this is not possible, you will be informed of the reason for the postponement and an estimate will be given of the period within which you can expect a response from us.

You can reach us at telephone number +31(6) 21 41 70 59 or by email [info@hagelwit.com](mailto:info@hagelwit.com)

Complaints and the manner in which they are handled are recorded and kept for two years.

This document is a translation. In the event of any dispute to the interpretation of any of these conditions, the official Dutch language version shall prevail.