



General Terms and Conditions Including Complaints Procedure

de Werff

Definitions

1. The contractor: de Werff
2. The client: The natural or legal person who orders the contractor to deliver services.

Complaints procedure

1. The Contractor intends at all times to refute and / or resolve a complaint or dispute with the Client in mutual consultation and to the best of their ability to mutual satisfaction. You can address your complaint to Paula van der Werff, info@dewerff.net. Within 1 week you will receive a confirmation of receipt of your complaint. We will try to find a solution within 4 weeks. If more time is needed, you will be informed within these 4 weeks.
2. If the client nevertheless still has a complaint against the contractor in accordance with 1, he / she can turn to the Dutch Foundation for Consumer Complaints Boards. The decision of this Board is binding. Any resulting consequences will be handled by De Werff within four weeks after the binding decision. More information about the Dutch Foundation for Consumer Complaints Boards can be found in article 16 of the General Terms.
3. A complaint will always be treated confidentially by both the contractor and the client.
4. A settled complaint is kept in the appropriate file for a period of 4 year.