

## Complaints procedure

It is important to us to provide you with good service, but there may be an a occasion when you are not entirely satisfied. If that is the case, please let us know and we will do our utmost to find a solution.

### How to make a complaint

1. *Online (via the internet)*  
Send your complaint to us online via our customer service page 'Contact&Advies'. (24/7)
2. *By phone*  
Phone us with your complaint via the telephone number: 076 - 5614412, local rate, 5 days a week (from 9 am to 5 pm)
3. *By email*  
service@houseinstyle.nl

### How your complaint will be handled

You will receive a response to your complaint within 14 days after we have received it. Should more time be needed to deal with your complaint, you will receive a confirmation of receipt within these 14 days and a period will be given as to when you can expect a substantive response from us.

### If you do not agree with the response to your complaint

It is important to us that you are satisfied with our response to your complaint. If you are not happy with the solution we offer, you have 6 weeks in which to appeal against it. You can do this by sending us a letter in which you inform us of your disagreement and that you would like a different solution.

Please include the following information in your letter:

- a description of your complaint and the reason why you are not satisfied with our response;
- your name, address, telephone number and email address;
- your order number;
- your signature.

Please send your letter to:

House in Style BV  
F.a.o. Customer Service  
Dorpstraat 49  
4851 CK Ulvenhout (Breda), The Netherlands

Customer services will confirm receipt of your letter and state when you can expect an answer. This will generally be within a couple of weeks but within three months at the latest.

**If you do not agree with the result** If you have gone through our entire complaints procedure and do not agree with the result, you can contact the following organisations:

If the complaint has not resulted in a solution within 12 months of making your complaint to House in Style, you can submit the dispute to the *Home Shopping Disputes Committee (Geschillencommissie Thuiswinkel)*: Geschillencommissie Thuiswinkel

P.O. Box 90600, 2509 LP THE HAGUE

[www.sgc.nl](http://www.sgc.nl)

You can also submit your complaint to the Disputes Committee via the European ODR Platform

<http://ec.europa.eu/consumers/odr/>

*N.B. If you are unable to file your complaint to one of the above dispute organisations or do not wish to make use of this possibility, you can also submit your complaint directly to the competent court.*