



COMPLAINTS PROCEDURE

Rebel Republic BV trading under the names Rebel Republic, Rebel-Stores, Rebel-Sport, Rebel-Events and its possible partners always strive for the perfect execution of an order, shipping and / or organizing an event. However, where work is done, mistakes can be made. It is therefore possible that you do not agree with a certain course of events before and/or during a process, the order, the delivery or an event.

Rebel Republic BV recognizes three types of complaints:

1. Complaints about the delivery of goods and / or services;
2. Complaints about the functioning of employees of Rebel Republic BV and / or employees of companies hired by Rebel Republic BV;
3. Complaints about the course of an event organized by Rebel Republic BV and/or companies hired by Rebel Republic BV.

Submitting a complaint:

We request that you submit any complaint, briefly, strongly and based on facts with evidence. However much we regret that you have come into the position that you have a complaint about our services or the employees, unfortunately we cannot do anything with an emotional issue.

In addition, your complaint must be accompanied by your full name, address details, telephone number and email address.

There are two options for submitting a complaint:

1. Preferably digitally by email including any attachments. You can email your complaint to info@ready2rebel.nl.
2. By post, by sending your story and any attachments to:

Rebel Republic B.V.
t.a.v. klachtencoördinator, vertrouwelijk
Postbus 205
2200 AE Noordwijk
The Netherlands