



Complaints or comments

If you have any comments or complaints about our products or services, please let us know by emailing Petra Mestrom at <mailto:petra@greenscreenbox.nl> or via the contact form on our website. You will receive a response to your e-mail within 2 working days. Only sufficiently substantiated and/or explained complaints can be handled.

We aim to resolve complaints in consultation with the customer within 4 weeks at the latest. Should this not prove feasible, the customer will be notified in writing (i.e. by e-mail) at least 1 week before the 4-week period expires. The written notification will also include an indication of when MONOP B.V. expects to be able to give a definitive answer to the complaint. Complaints are always handled confidentially.

If the above procedure does not lead to a solution, MONOP B.V. can, at the request of the customer, submit a dispute for mediation to an independent third party, namely: Raad & Daad, Advies & Mediation B.V. (<http://www.raad-daad.nl/mediation>). An MfN-registered mediator from Raad & Daad acts as a mediator between the two parties and tries to reach a joint solution to the dispute with them. The costs for this mediation are in principle for MONOP B.V.. Should this mediation not lead to a solution, Raad & Daad will issue a binding opinion. Any consequences must be implemented by MONOP B.V., or the customer, within 21 days.

Complaints and manner of settlement are registered and kept for the duration of 1 year.