

## **Rules of Complaints Handling Procedure of iService, a. s.**

### **1. Introductory Provisions**

In order to safeguard the proper procedure for handling the complaints concerning shortcomings of the services on the Internet portal [www.zltymelon.sk](http://www.zltymelon.sk) provided by iService, a. s., with its registered office at Strakova 1, 811 01 Bratislava, Company ID No.: 46 029 796, registered in the Commercial Register of District Court Bratislava I, Section: Sa, File No. 5236/B (hereinafter the "Company") to a consumer under the Framework Agreement on Cooperation, the Company hereby establishes these rules of complaints handling procedure under the provisions of Section 18 of Act No. 250/2007 Coll. on Consumer Protection, as amended.

### **2. Consumer's Right to File Complaint**

In the case the consumer determines that the services have been provided in a lower quality and smaller extent than agreed in the agreement in advance, the customer will be entitled to file complaint under the terms and conditions set by the Rules of Complaints Handling Procedure.

### **3. Asserting Complaint**

1. The consumer is obliged to assert the complaint in timely fashion without undue delay so that the remedy can be made.
2. The consumer may assert the complaint in the Company's registered office or with a designated person, who is obliged to deal with the complaint.
3. The consumer is obliged to provide the true information relating to the claimed shortcomings of the service rendered, cooperate in dealing with the complaint, in particular supplement the required facts, submit information and explanations, present documents proving the actual status etc.
4. If the consumer fails to exercise their right in the manner set by law or these Rules of Complaints Handling Procedure or if the consumer fails to comply with the complaint procedure, their right to assert the complaint will cease to exist.
5. With regard to asserting the complaint, the Company issues the confirmation to the consumer. If the complaint is asserted using the telecommunication tools, the Company will deliver the confirmation of asserted complaint to the consumer immediately; not later than at the time the complaint settlement certificate is delivered. The confirmation of asserted complaint is not delivered if the consumer can prove asserting the complaint in any other way.

### **4. Procedure for Handling a Complaint**

1. In order to quickly settle the complaint, the consumer is obliged to present all documents related to the service rendered when asserting the complaint.
2. Based on the consumer's decision on which rights they exercise through the complaint filed under the special regulations, and after the thorough assessment of the complaint, the Company will make a decision on the method of handling the complaint immediately, in the complex cases within 3 business days from the date the complaint is asserted, and in the justified cases, in particular where complex technical assessment of the service status is required, then the complaint may be settled within 30 days from the date the complaint is asserted.
3. When the method of handling the complaint is determined, the complaint will be settled immediately, in the justified cases the complaint can be settled later; however, the complaint handling procedure may not exceed 30 days from the date the complaint is asserted.
4. The Company will issue the complaint settlement certificate in writing to the consumer within 30 days from the

date the complaint is asserted.

## 5. Final Provisions

1. The legal relationships between the Company and the consumer, which are not expressly regulated by these Rules of Complaints Handling Procedure, will be governed by the applicable provisions of the individual agreements entered into by and between the Company and the consumer and the applicable provisions of the generally binding legal regulations valid in the territory of the Slovak Republic.
2. These Rules of Complaints Handling Procedure become valid and effective on 1 August 2012.