

Complaints procedure

Issued by: MarketerIT s.r.o.

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The company MarketerIT s.r.o. ID No.: 50772619, with registered office: Cez ohrady 738/33, Trenčín 91101, registered in the Commercial Register of the Commercial Court of Trenčín, Section: Sro, Insert No. 34490/R (hereinafter referred to as the Company), hereby issues :

Complains procedure

Which regulates the rights and obligations of the Company's Customers when filing complaints and grievances.

- Each Customer of the Company has the right to claim the fact, which are the subject of the business relationship between the Customer and the Company where the Customer believes that they have been performed by the Company insufficiently, poorly or not at all.
- The Customer or a potential Customer or a third party may complain about the conduct, faulty conduct, unprofessional or erroneous procedure of the Company or the Company's employees in the event that he/she believes that he/she has been harmed, and demand from the Company a remedy, change, apology or compensation for damages, as the case may be. The complaint relates to facts which are not the subject of the business relationship between the Customer and the Company and have arisen in the course of contact between the Customer and the Company.
- Any potential Customer who has been in demonstrable contact with an employee of the Company shall have the same rights and obligations in relation to the making and subsequent resolution of a complaint as any Customer of the Company.

1. Particulars of complaint

The complaint must contain the following information, depending on the type of complaint.

Online exchange:

The customer must provide at least the following information:

- ID/VS transactions
- Date of transaction
- Transaction type
- Fiat currency and value

- Crypto currency and its value
- Contact email
- Description of the event

Complaint:

The customer must provide at least the following information:

- The date on which the conduct of the employee complained of occurred
- Description of the situation

In addition to the above, the Customer must always notify the following in every complaint:

- Name and surname
- Your email address where you want to be contacted
- Your phone number

In the event that the complaint does not contain all the necessary elements, the Company is entitled to ask the Customer to complete the required information within 10 days.

2. Method of filing a complaint

The Customer can file a complaint in any of the following ways:

- by email : support@bitcoinmat.org
- Telephone SR: +421 233 056 222
- By phone CR: +420 378 225 245
- Company ticketing system: [Customer support](#)

When submitting a claim/complaint via the Company's Ticketing System, by telephone or by e-mail, the Customer is obliged to provide all the details as set out in Clause 1 of these Complaints Regulations. The Prospective Customer and/or the Customer may file a Complaint no later than 30 days from the date on which the conduct complained of occurred.

3. Spôsob riešenia reklamácie/sťažnosti

The Company will acknowledge receipt of the complaint to the Customer, stating when the complaint was received, what the content of the complaint is, the complaint number and when the expected date of the complaint is.

The Company will deal with all claims/complaints properly and promptly.

The Company shall provide the Customer with a response to the complaint within 30 calendar days from the date of receipt of the complaint, while the time limit for any supplementary documentation by the Customer shall not be counted.

If it is not possible for the Company to process the received complaint within the deadline specified in the previous paragraph, for reasons beyond the Company's control, the Company shall notify the Customer of this fact, stating the reason why the deadline for the complaint cannot be met. In such a case, the response to the complaint shall be sent to the Customer no later than 35 working days after the date of receipt of the complaint.

The Company will generally provide the Customer with the same method in which the Customer has made the complaint/complaint or in the manner requested by the Customer.

In the event of a repeated complaint, the matter must be re-examined and the Customer must be informed of the result of the examination within the time limit specified in the preceding paragraphs. In the event that the Customer has not raised any new relevant facts, the arguments made by the Customer are repetitive and the Customer has already received at least one proper response, the Customer may be referred to the Company's previous statement.

4. Rejection of a claim

The Company has the right to reject/reject a claim in the following cases:

- The complaint does not contain all the necessary elements according to point 1. and the Customer does not complete them within 10 days.
- In the event that the Customer fails to submit relevant documents that clearly prove the reason for the repeated complaint.

5. Dispute Resolution

Any dispute arising between the Customer and the Company shall be resolved amicably by the disputing parties, otherwise all disputes arising shall be subject to the jurisdiction of the competent courts of the Slovak Republic.

The Customer may file a complaint with the supervisory authority against the manner in which the Company handles a complaint or complaint:

Slovenská obchodná inšpekcia Inšpektorát SOI pre Trenčiansky kraj

Address: Hurbanova 59, 911 01 Trenčín, Phone number: 032/6400 109

Web: Slovenská obchodná inšpekcia – soi.sk

Another form of dispute resolution is the ODR platform: [Online Dispute Resolution | European Commission](#)