

Novelist Complaints procedure

If you are not satisfied with the services provided by Novelist, you can file a complaint free of charge. In order to handle your complaint properly, we have drawn up a complaints procedure, which is explained below. The procedure also states what you can do if you are not satisfied with Novelist's handling of your complaint.

Filing a complaint with Novelist

You can report your complaint to us in various ways:

- **via contact@getnovelist.nl**
- **by raising a support ticket in the app**
- **in writing:** send your letter to: Novelist, Gustav Mahlerplein 49, 1082 MS Amsterdam attn. Support Department, or as an attachment to an e-mail at contact@getnovelist.nl. The letter should include:
 - a description of your complaint;
 - your name;
 - your address details;
 - your telephone number;
 - your signature.

Term

You can submit your complaint up to 3 months after the event you wish to complain about has occurred. Or up to 3 months after you could have become aware of that fact.

Reaction

As soon as we have received your complaint, you will receive a response from us as soon as possible. If you have submitted your complaint via our website form, or if you have sent a letter, you will receive an acknowledgement of receipt within 2 weeks.

Submit your complaint to the management

If you are not satisfied with the handling of your complaint, you can send a letter to the management of Novelist. The letter should include:

- a description of your complaint, and why you disagree with Novelist's response to your complaint;
- your name;
- your address details;
- your telephone number;
- your signature.

Address

AMDAX B.V., Gustav Mahlerplein 49, 1082 MS Amsterdam for the attention of the management or as an attachment to an e-mail at contact@getnovelist.nl.

Term

You can write to Novelist up to 4 weeks after you have received our response to your complaint, or after you should have received a response.

Reaction

You will receive an acknowledgement of receipt as soon as possible. Within 6 weeks of the acknowledgement of receipt, Novelist's management will deal with your complaint. Or, in the case of complex cases, within the period we have agreed with you.

Submitting your complaint to another party

If you are not satisfied with the answer provided by Novelist's management, you can submit the complaint to the competent court.

Privacy

Your complaint is handled in accordance with the privacy statement as published on our website www.getnovelist.nl.