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EVERUP LIMITED

Customer Complaints' Policy

Everup Complaints Policy

At Everup, we are committed to treating our customers fairly and providing a high standard of service. We recognise that sometimes things may not go as expected, and we welcome the opportunity to address any concerns you may have.

How to Make a Complaint

You can raise a complaint by emailing **support@everup.uk** with the subject line **“Complaints”**.

When submitting your complaint, please include:

- Your full name and contact details
- A clear description of the issue
- Any relevant supporting information

How We Handle Complaints

- We will acknowledge receipt of your complaint within 7 working days.
- A member of our team will investigate your concerns and aim to provide a full response within 10 working days.
- If more time is required, we will inform you of the delay and keep you updated on progress.

Our Commitment

We aim to resolve all complaints in a fair, transparent, and timely manner. Please note, however, that as a private enterprise some business decisions (including account or access decisions) are at Everup’s sole discretion and may not be subject to further review.

Data Protection

All complaints will be handled in line with our Privacy Policy. Any information you provide will be kept secure, used only for the purpose of handling your complaint.