



COMPLAINTS PROCEDURE

Rebel Nation BV trading under the names Rebel Nation, Rebel Republic, Gin Republic, Rebel-Events and its possible partners always strive for the perfect execution of an order, shipping and / or organizing an event. However, where work is done, mistakes can be made. It is therefore possible that you do not agree with a certain course of events before and/or during a process, the order, the delivery or an event.

Rebel Nation BV recognizes three types of complaints:

1. Complaints about the delivery of goods and / or services;
2. Complaints about the functioning of employees of Rebel Nation BV and / or employees of companies hired by Rebel Nation BV;
3. Complaints about the course of an event organized by Rebel Nation BV and/or companies hired by Rebel Nation BV.

Submitting a complaint:

We request that you submit any complaint, briefly, strongly and based on facts with evidence. However much we regret that you have come into the position that you have a complaint about our services or the employees, unfortunately we cannot do anything with an emotional issue.

In addition, your complaint must be accompanied by your full name, address details, telephone number and email address.

There are two options for submitting a complaint:

1. Preferably digitally by email including any attachments. You can email your complaint to info@rebel-n.nl
2. By post, by sending your story and any attachments to:

Rebel Nation B.V.
t.a.v. klachtencoördinator, vertrouwelijk
Neerstraat 59-61
6041KB Roermond
The Netherlands