

Transparency Report 2024

Internal Complaint-Handling System

(Pursuant to Article 11 of Regulation (EU) 2019/1150 on promoting fairness and transparency for business users of online intermediation services)

1. Introduction

In accordance with **Article 11 of Regulation (EU) 2019/1150 (“P2B Regulation”)**, we operate an internal complaint-handling system that enables business users (“**Sellers**”) of our platform to submit complaints relating to the provision of our online intermediation services.

This report provides public information about the **functioning and effectiveness of our internal complaint-handling system**, including statistical information on complaints received during the reporting period.

The information is **reviewed at least once per year** and updated where necessary.

2. Access to the Complaint-Handling System

Our internal complaint-handling system is:

- **Easily accessible** to Sellers of the platform
- **Free of charge**
- Designed to ensure that complaints are handled **swiftly, fairly, and effectively**
- Based on the principles of **transparency, equal treatment and proportionality**

Sellers may submit complaints via:

- complaint.management@refurbed.com

Complaints are handled by the relevant internal teams responsible for Seller support and compliance.

3. Scope of Complaints

Sellers may submit any *legal* complaints relating to issues connected to the provision of our online intermediation services, including:

- **Alleged non-compliance with obligations under the P2B Regulation**
- **Technological issues** which relate directly to the provision of online intermediation services
- **Measures taken by the platform** which relate directly to the provision of online intermediation services

Each complaint is assessed individually and the outcome is communicated to the complainant **in plain and intelligible language**.

4. Complaint-Handling Process

Once a complaint is submitted:

1. **Receipt confirmation** is provided to the complainant.
2. The complaint is **reviewed and assessed by the responsible internal team**.
3. The platform may request **additional information** where necessary.
4. The complaint is **processed within a reasonable timeframe**, taking into account the **importance and complexity of the issue**.
5. The complainant receives an **individualised response outlining the outcome** and, where applicable, corrective actions.

5. Complaint Statistics

Reporting Period: 2024

5.1 Total Number of Complaints Received

Total complaints submitted by Sellers during the reporting period:

1

5.2 Main Categories of Complaints

Complaint Category	Number	Share
Alleged non-compliance with P2B Regulation	[1]	[100%]
Technical or platform functionality issues which relate directly to the provision of online intermediation services	[0]	[0%]
Measures taken by the platform which relate directly to the provision of online intermediation services	[0]	[0%]

5.3 Average Processing Time

Average time required to process complaints during the reporting period:

4 days*

Processing times may vary depending on the complexity of the case and the information required for assessment.

*At this stage, the complaint had already been handled through other channels as well as it had been ongoing since 2023. The average processing time represents only the average response time through the complaint management channel.

5.4 Aggregated Complaint Outcomes

Outcome	Number of Cases	Share
Complaint upheld (resolved in favour of the Seller)	[0]	[0%]
Complaint partially upheld	[1]	[100%]
Complaint rejected	[0]	[0%]
Complaint resolved through clarification or corrective action	[0]	[0%]

6. Annual Review and Updates

The information provided on this page is **reviewed at least annually** to ensure it accurately reflects the functioning and effectiveness of our complaint-handling system.

Last updated: 24 March 2026