

# Transparency Report

## Internal Complaint-Handling System

2025

*(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](mailto: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: 2025

##### 5.1 Total Number of Complaints Received

Total complaints submitted by Sellers during the reporting period:

**0**

## 5.2 Main Categories of Complaints

Complaint Category	Number	Share
Alleged non-compliance with P2B Regulation	[0]	[0%]
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:

-

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

## 5.4 Aggregated Complaint Outcomes

Outcome	Number of Cases	Share
Complaint upheld (resolved in favour of the Seller)	[0]	[0%]
Complaint partially upheld	[0]	[0%]
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