



# Complaints Policy

## Means of filing a complaint

If you would like to contact us about any issue that is bothering you, you can message our support on Telegram. Our team will be happy to help you resolve the issue. Telegram chat is a quick and efficient way of resolving your concerns, which are not usually covered by complex complaints deadlines.

If you wish, you can make a complaint by writing to us in a free form to our email address: [support@epn.net](mailto:support@epn.net).

This is usually happened when Customers are disappointed with the service received, and they can escalate their concerns as a formal complaint. Please also note that you can email us with more detail on the subject of your complaint and attach any relevant material you have. Furthermore, we may ask you for the following information when we review your complaint:

1. Your first and last name;
2. The email address associated with your account;
3. What the problem is;
4. When the problem occurred;
5. How you would like us to remedy the situation.

We shall review your complaint and respond to you by email. We shall communicate with you in English unless we tell you otherwise.

## If you are dissatisfied with our service in resolving your problem

We always do our best, but we realize that occasionally something seems to go wrong. If you have a complaint, please contact us. We will accept and deal with any complaint you send to us. Our final response to your complaint, or a letter explaining why a final response has not been completed, will be provided to you within 15 working days of your complaint, or in exceptional circumstances within 30 working days, and we will let you know if this happens.

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