

Complaints procedure

Customer satisfaction is of the utmost importance to us, and providing the highest quality of service is one of our fundamental principles.

If, despite our best efforts, our services do not meet your expectations or you encounter an issue, there are several contacts available to help find the best solution for you.

How do you go about this?

Step 1: Send a letter to netto-recycling sàrl:

nr docusafe
4, Z.I. Breedewues
L-1259 Senningerberg

Alternatively, you can email us at: **info@nrdocusafe.lu**

When contacting us, please remember to include your reference number, name, and address. If you are sending a letter by post, be sure to add your email address. For complaints related to an invoice, please include the corresponding invoice number or reference.

We will respond to your letter within 10 working days of receiving it. If further investigation is required, a final response will be provided within one month.

2nd step: contact the Management Committee

If your issue is not resolved to your satisfaction through the first step, you may escalate the matter to the Managing Partners of nr docusafe, Mrs. Mireille Meyers or Mr. Roland Meyers.

To facilitate effective follow-up, please include the reference number of the response letter you received. You should receive a reply within 10 working days of your request being received.

Step 3: Contact the Commission de Surveillance du Secteur Financier (CSSF)

If you remain unsatisfied with the responses provided, or if you do not receive a response from the Management Committee within the specified timeframe, you may seek an out-of-court settlement through the CSSF.

You can find the necessary forms and additional information on the CSSF website:

<https://reclamations.apps.cssf.lu/index.html?>