

### **Order of complaint process:**

We express our appreciation to you for being responsive and informing you about your attitude to the quality of service.

Upgrading the quality of service is the primary priority of Join UP! If you have any comments or complaints about the service you received at Join Up Baltic, please inform us by sending an email to [kaebus@joinup.ee](mailto:kaebus@joinup.ee) for Estonia, [skundas@joinup.lt](mailto:skundas@joinup.lt) for Lithuania, [pretenzija@joinup.lv](mailto:pretenzija@joinup.lv) for Latvia following the instructions below:

### **Complaint (complaint) procedure, the complaint must contain:**

- name, surname of the applicant (name of the company);
- applicant's contact information: telephone number and e-mail address, or another customer's address in order to provide a response;
- reservation (order) number;
- date of the appeal (claim);
- must contain the subject of the complaint (claim), i.e. indicate the customer's rights or legal interests that have been violated;
- include demands or suggestions to Join Up Baltic;
- include other available documents related to the request (complaint), if necessary;
- if at least one item required hasn't been filled in properly, Join UP! Baltic has the right to ask the Customer to supplement the application (complaint).

### **Deadlines and procedures for responding to claims (complaints) are provided in the following order:**

- Join Up Baltic will consider the claim within fifteen (15) calendar (working) days from the date of its receipt by Join UP! Baltic, with the exception of cases where Join UP! Baltic cannot provide a response within fifteen (15) calendar (working) days for reasons independent of its control. In this case, Join UP! Baltic will provide the user with an intermediate response and indicate the reason for the delay as well as the deadline by which the final response will be provided. In any case, the deadline for providing a final response will not exceed 30 calendar days;
- the answer to the customer is provided directly or to the same address from which the claim (complaint) was received;
- the customer's claims (complaints) and relevant materials, documents and the response provided to the customer shall be stored for no longer than 3 (three) years from the date of the final response provided to the customer.

### **Final Terms:**

- these Rules are publicly available on the Join Up Baltic website.

If the customer isn't satisfied with the decision provided by Join Up Baltic, the customer has the right to use other legal ways to protect his or her interests, or to contact the Consumer Rights Protection Center for help in resolving the dispute. Contact information of the Consumer Rights Protection Centre: 55 Brīvības Street, Riga, Latvia, LV - 1010, e-mail: [pasts@ptac.gov.lv](mailto:pasts@ptac.gov.lv); consultation phone: 65452554.