

## Customer Complaints Policy

It is Newtons Labs' policy to handle all complaints and queries fairly and promptly to provide constructive support our customers. Expressions of dissatisfaction will be considered highly important and all feedback is greatly welcomed to improve our products and product experiences.

The policy covers all customers who have purchased a Newtons Labs product within the last 30 days and with a receipt or proof of purchase.

Our customer services team endeavour to reply to your complaint within 4 working days, with more complex complaints resolved within 30 days. Complex complaints could include reports, technical assistance and batch testing. All complaints will be resolved with the timeframe.

All complaints are logged and kept on a secure data file for investigation and future reference.

Dependent on the complaint, our policy procedure will follow as below:

1. Complaint received
2. Complaint formally acknowledge within 4 working days
  - 2.1 If necessary, the complaint will be passed to our Technical Team for further assessment
  - 2.2 An explanation/testing report will be obtained and the complainant will be immediately informed
3. A resolution between the complainant and customer services team will be reached

Complaints can be sent directly to our customer services by:

+44 (0) 2072997400

[info@brodieandstone.com](mailto:info@brodieandstone.com)

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