



Complaints procedure

The satisfaction of our customers is of great importance to us, thus providing services of the highest quality are included amongst our fundamental rules.

If our service does not satisfy your requirements or complications occur, contact persons are at your disposal to provide expert assistance.

How to proceed?

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

nr docusafe
B.P 305
L-2013 Luxembourg

You can also send an e-mail to the corresponding address: **info@nrdocusafe.lu**.

Please don't forget to specify your client ID, name, address and e-mail address if you are contacting us by postal mail. Any complaint regarding an invoice, please state the corresponding invoice number and reference.

Within 10 working days of the receipt of your notification we will get in touch with you. If additional resources are required, you will get a definitive answer within 1 month at the latest.

2 Stage: Contact the management board:

If the issue could not be settled in the previous step, you can contact the managing partners of nr docusafe, Mrs. Mireille Meyers and Mr. Roland Meyers.

To ensure an efficient sequence of the process, please let us know the reference number of our letter in reply. A response to your request shall be provided no later than 10 working days following receipt.

3 Stage: Address the Supervisory Commission of the Financial Sector (CSSF)

If you are still not satisfied with our proposal or no reply is received within the time limit, an out-of-court consumer dispute resolution procedure is conducted before the CSSF.

You will find the application form and any useful information on the website of the CSSF <http://www.cssf.lu/consommateur/reclamations/>.