

Techniccol Hosting Complaints Policy

1 Complaints Policy

1.1 If a customer of Techniccol Hosting wishes to complain about the service received, quality of product produced, level of overall satisfaction or any other matter linking with full satisfaction of the customer, a complaint can be processed.

1.2 The process of completing the complaint may last several weeks due to the complexity of the issue and the resolving of it, however Aeternum Software Ltd will respond to all complaints within 72 hours of the complaint being sent.

1.3 To submit a complaint, email our team at complaints@techniccolhosting.com

1.4 We will respond back using your preferred method (phone or email), which you should specify in the email; before we envisage to resolve the issue within the first email. If this escalates, a formal meeting (online or in person) may have to be arranged.

1.5 We strive to solve all issues as soon as possible to benefit both Techniccol Hosting and the customer.

2 By signing up for any of our services you agree to be bound by all Techniccol Hosting terms and conditions.