

BOUGHTBYMANY

A photograph of two animals against a grey background. On the left is a small, light brown Chihuahua dog with large, upright ears. On the right is a white cat with striking blue eyes and long whiskers, sitting upright.

Complaints.

Our procedure

Welcome.

Our aim is to get it right, first time, every time. If you have a complaint we will listen carefully and try to resolve it immediately with you, or failing that, within 3 working days...

In complex cases, or if you are not happy with what we have suggested to resolve the issue, you will receive a formal acknowledgment letter of your outstanding complaint within 5 working days.

We will then do our best to resolve your issue within 4 weeks, or we will update you with a reason for the delay and when a response can be expected. In very rare cases where we are not able to provide a response within 8 weeks, we will explain why and when you can expect one.

How to complain.



Email us:

The easiest and quickest way to complain is via email in the Contact Us area of My Account.



Call us:

If you prefer to speak to someone, please call:
03453 40 40 90



Write to us by post:

Alternatively, you can send us your complaint by post: Customer Satisfaction Manager, Bought By Many, 4 Bridge Road Business Park, Bridge Road, Haywards Heath, West Sussex RH16 1TX, United Kingdom.

Our responses are always carefully considered and we genuinely want to be as helpful as possible. However, if you remain dissatisfied you can refer your complaint to the Financial Ombudsman Service (FOS) which offers a free, independent complaint resolution service. If you want to refer, this should happen within six months of the date of our final written response. Beyond six months the FOS will only be able to review your complaint in limited circumstances, for example if the Ombudsman believes that the delay was due to exceptional circumstances. We will provide you with information about how to refer your matter to FOS when we provide you with our response to your complaint.

The Financial Ombudsman Service, Exchange Tower, London E14 9SR Website: www.financial-ombudsman.org.uk Telephone: 0800 0234567 or 0300 1239123

Email: complaint.info@financial-ombudsman.org.uk

Using our complaints procedure or contacting the FOS does not affect your legal rights.