

COMPLAINT RESOLUTION POLICY

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SUMMARY

Any complaint is sent to office@vergo.ro. **We confirm receipt within 2 business days at the latest. We respond on the merits within 30 calendar days at the latest**, and for most situations much sooner — the specific deadlines are in the table in Section 3. If the response does not satisfy you, alternative dispute resolution is available to you, as described in Section 6.

1. Who may complain

Any User of the Platform — an individual or a legal entity, from Romania or from another Member State of the European Union or of the European Economic Area — as well as any person whose data is processed by VERGO, even if not a User.

Complaints may be made **in Romanian or English**.

2. Channels of submission

Channel	Address	For what
General complaints e-mail	office@vergo.ro	any dissatisfaction; single point of entry
Technical support	office@vergo.ro	processing errors, incomplete reports, features that do not work
Refunds	office@vergo.ro	unused credits, subscriptions, credit notes
Withdrawal from the contract	office@vergo.ro	exercising the right of withdrawal within 14 days
Data protection	office@vergo.ro	access, rectification, erasure, objection, any GDPR request
Accessibility	office@vergo.ro	accessibility barriers in the Platform
Contesting a measure	office@vergo.ro	suspension or restriction of the account

Channel	Address	For what
Post	VERGO HUB S.R.L., Str. Anton Pann 2, Et. P, Ap. 3, Sector 3, București, cod 030796, Romania	if you prefer the written form

A complaint sent through the wrong channel **is not rejected**: we redirect it internally, and the deadline runs from the time it was first received.

3. Response deadlines

Type of complaint	Confirmation of receipt	Response on the merits	Basis
Confirmation of any complaint	2 business days	—	VERGO commitment
General complaint	2 business days	30 calendar days maximum	Government Ordinance no. 27/2002 on the handling of petitions (O.G. 27/2002)
Error in processing a report	2 business days	5 business days , with a solution or a remediation deadline	Return and Refund Policy, §6.4
Contesting an automatically generated result	2 business days	5 business days , review by a human operator	Notice on Automated Systems and Artificial Intelligence , §5.2
Request for refund of unused credits	2 business days	10 business days to resolve; the actual crediting within a further 3-10 business days, depending on the payment instrument	Return and Refund Policy, §8.6
Exercising the right of withdrawal	without delay	refund within 14 days at the latest from notification	Government Emergency Ordinance no. 34/2014 on consumer rights (O.U.G. 34/2014)
Non-conforming service	2 business days	remediation within a reasonable period , at no cost; if remediation fails, a price reduction or refund within 14 days	Government Emergency Ordinance no. 141/2021 (O.U.G. 141/2021)
Request concerning personal data	without delay	one month , extendable by two months for complex requests, with notice to you	art. 12 GDPR
Accessibility complaint	2 business days	15 business days , with the solution or the remediation deadline	Law no. 232/2022
Contesting an account suspension	2 business days	15 business days , a reasoned response	Acceptable Use Policy , §4
Complaint concerning a data source or a licence	2 business days	15 business days	Data Source Attribution Notice , §10

Type of complaint	Confirmation of receipt	Response on the merits	Basis
Responsible disclosure of a security incident	2 business days	confirmation and remediation plan	Acceptable Use Policy , §3

Deadlines run from the date of receipt, regardless of channel. If a complaint requires additional information from you, the deadline is suspended from the date it is requested and resumes on the date the response is received. We will expressly inform you of this.

4. What a complaint must contain

To enable us to respond usefully, please state: the e-mail address associated with the account · the order number or the report identifier, if the complaint concerns a transaction or an analysis · a description of the problem · the solution you expect.

The absence of some of these elements **does not result in the complaint being rejected** — we will ask you for the necessary additions.

5. Internal procedure

1. **Registration.** Each complaint receives a unique number, communicated in the confirmation of receipt. The complaints register is kept for **3 years**.
 2. **Review.** The complaint is assigned to the competent team. For situations that involve a possible non-conformity of the Service, the review includes checking the technical processing logs.
 3. **Response.** Communicated through the same channel on which the complaint was received, or by e-mail if it was sent by post. The response is **reasoned** and indicates, where applicable, the solution applied and the deadline for its implementation.
 4. **Internal escalation.** If you are not satisfied, you may request a re-examination, within 30 days of receiving the response, at office@vergo.ro, mentioning "re-examination" ("reexaminare") and the complaint number. The re-examination is carried out by a person who did not take part in the initial resolution, within **15 business days**.
 5. **Implementation.** Refunds, credits and report regenerations are carried out within the time limits set out in the Return and Refund Policy.
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6. Alternative dispute resolution

If the internal procedure does not lead to an acceptable solution, you have the following options, **without being obliged to pursue them** before going to court:

Consumers from Romania — the National Authority for Consumer Protection (Autoritatea Națională pentru Protecția Consumatorilor, ANPC), including through the integrated electronic platform reclamatiisal.anpc.ro.

Consumers from other Member States — the competent alternative dispute resolution entity in your state of residence, as well as the **European Consumer Centres Network (ECC-Net)**, which offers free assistance in cross-border disputes.

Data protection — the National Supervisory Authority for Personal Data Processing (Autoritatea Națională de Supraveghere a Prelucrării Datelor cu Caracter Personal, ANSPDCP), www.dataprotection.ro, or the supervisory authority in your state.

Accessibility — the market surveillance authority competent under the national legislation transposing Directive (EU) 2019/882.

Courts — consumers may sue VERGO either before the Romanian courts or before the courts of their own domicile, pursuant to art. 17-19 of Regulation (EU) no. 1215/2012.

The European Online Dispute Resolution platform (SOL/ODR) was discontinued by Regulation (EU) 2024/3228. No reference to it remains valid.

7. Payment chargebacks

If you believe a charge is incorrect, please contact us **before** opening a chargeback with the issuing bank — most situations are resolved directly, and faster. A chargeback opened with the bank is resolved according to the rules of the payment processor and of the applicable payment network, separately from this procedure.

8. What does not constitute grounds for a complaint

For clarity, the following cannot be remedied through this procedure, as they are not deficiencies of the Service: a discrepancy between the indicative conclusions of a report and the actual condition of the land, where it results from the limitations of the data sources described in the Methodological Note · dissatisfaction with the score obtained · inaccuracy of the documents you provided · a subsequent change in the legal or technical situation of the land.

These situations are described in the Methodological Note and in the Return and Refund Policy, §5.3. We will nonetheless provide you with a reasoned response in these cases as well.

9. Contact

office@vergo.ro · VERGO HUB S.R.L., Str. Anton Pann 2, Et. P, Ap. 3, Sector 3, București, cod 030796, Romania · +40 723 370 162