

## Dispute Policy

This Policy sets out the complaints procedure to be followed when resolving a dispute between Sellah! and a user of our products and services.

### Overview

1.1 – Sellah Pte. Ltd. (Hereinafter referred to as Sellah!) welcomes information and feedback from our customers.

1.2 - We hope that customers will never have a reason to complain about any aspect of our Services (a term defined in the Sellah! Terms of Service). However, if the event of such a complaint, Sellah! shall endeavour to resolve the matter in the shortest reasonable time possible.

1.3 - In Sellah!, complaints are seen as an opportunity to review and improve the Services we deliver. For this reason we have established procedures for investigating and resolving complaints in an efficient, fair, reasonable and non-discriminatory way.

### How to Contact us

2.1 - If you need to contact us or would like to raise a complaint with us, you can contact us in the following ways:

E-mail us at: [admin@sellah.app](mailto:admin@sellah.app)– You can expect a response within two (2) business days

Write to us at: *Customer Care Team, Sellah Pte. Ltd, 68 Circular Road, #02-01, Singapore 049043* – You can expect a response within ten (10) business days.

### Sellah! Complaints Procedure

3.1 – Our primary channel for receiving and resolving complaints is through email as provided above. All customers must submit their complaints as below

3.2 - A Sellah! customer with a complaint should contact us via the email or physical address provided above.

3.3 - Written complaints once submitted and acknowledged are resolved within ten (10) business days, except where objective reasons make such a complaint impossible to investigate and resolve within that time frame will they have been acknowledged.

3.4 - Where it takes more than ten (10) business days for Sellah! to investigate and resolve a complaint, such a complaint shall be resolved in the shortest possible timeframe and we will provide the complainant with regular updates as to the status of the investigation

3.5 - Where Sellah! requires additional information from a complainant in order to resolve a complaint we will promptly communicate this to the complainant. Where possible, such communication shall be in writing.

3.6 - Where a Customer is dissatisfied with the manner in which Sellah! has resolved his or her complaint or where Sellah! has failed to resolve the complaint within the time frame provided, the Customer may refer the matter to the relevant court in Singapore.

### Survey

Customer may be asked to participate in a survey, the results of which we intend to use to improve our Services.