

## 纠纷处理 Disputes settlement

金石集团致力于提供优质的客户服务，无论是与我们服务相关的任何事件，请给我们调查情况及为您解答的机会。

GS in an effort to providing superior service.If you have any question about our service, please give us a chance investigate situation and answer your question.

如您想投诉：

- 1.首先提交你所要投诉以及您所需解答的疑问的所有相关问题
- 2.通知金石集团客服团队抑或您的客户经理投诉的详细信息。可致电至+852 51694936; 抑或发送邮件至 [service@gsdo.com](mailto:service@gsdo.com) 我们将查实情况尽可能处理解决。
- 3.如果事情的解决情况还是不能令您满意，请要求处理此事的工作人员将该投诉提交至负责人进行调查，同时，工作人员还需将负责人的联系方式提供给您。
- 4.如果纠纷仍未解决，可将情况递交至投诉办公室，将进行独立调查并与您直接联系。请及早将您的投诉以书面形式详细记录。

### About Complaint

- I .First you need provide your complain and all you need our staff deal with your problem.
- II .Please contact with GS customer service department or your customer manager complain the details. You can call us by phone +852-51694936, send Email to [service@gsdo.com](mailto:service@gsdo.com). We will investigate situation and deal with it as soon as possible.
- III.If you are not satisfied with settlement result,please ask for our staff submit your complaint to principal make investigation. At the same time, our staff will give you contact information of principal.
- IV.If the dispute still not figure out, we will submit the situation to complaint office. It will conduct an independent review of the case and direct contact with you. Please record details of your complaint in white and black.

邮箱：[service@gsdo.com](mailto:service@gsdo.com)

电话 +852 51694936

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