

Customer Complaints and Support Policy

General complaint handling and escalation framework

Company	RITCHIE RABBIT GAMES B.V.
Company Registration No.	158822
Registered Address	Abraham de Veerstraat 9, Curaçao
Effective Date	July 20, 2026

1. Overview

RITCHIE RABBIT GAMES B.V. is committed to handling customer complaints fairly, consistently, and promptly. This policy explains how complaints are submitted, reviewed, escalated, and documented for general digital services.

2. What Counts as a Complaint

- A written expression of dissatisfaction about account access, billing, refunds, service quality, technical issues, customer support, privacy, or company conduct.
- Routine questions, feature requests, or general feedback are handled as support requests unless the customer clearly requests complaint treatment.

3. How to Submit a Complaint

Customers may submit complaints in writing to admin@feixinx.com. The complaint should include the customer name, account identifier if applicable, date of the issue, a clear description of the concern, supporting evidence, and the requested outcome.

4. Handling Timeline

Stage	Target Timeframe	Action
Acknowledgement	Within 2 business days	Confirm receipt and provide a reference or next steps.
Initial Review	Within 7 business days	Review records, logs, communications, and relevant policy documents.
Full Response	Within 28 calendar days	Provide the outcome, reasons, corrective action if any, and escalation options.
Complex Matters	As needed	Provide an update if more time is required due to technical, legal, or vendor dependencies.

5. Internal Escalation

- If the customer is not satisfied with the first response, they may request management review.
- Management will review the file objectively, including support notes, system logs, payment records, and prior communications.

- The final internal response will explain the decision and any further available routes.

6. Fairness and Recordkeeping

- Complaints must be handled respectfully and without retaliation.
- Employees must avoid conflicts of interest and escalate sensitive matters to management.
- Complaint records must be retained securely for audit, training, and service-improvement purposes.

7. Service Improvement

Recurring complaint themes should be reviewed periodically to identify improvements in product design, support scripts, user communications, billing practices, and technical reliability.

8. Document Control

Version	Date	Owner	Summary
1.0	July 20, 2026	Customer Support / Management	Neutralized and reformatted as a general customer complaint policy.

Approved by: _____

Name / Title: Mr.

Date: July 20, 2026

