PART B · POLICY 8

Complaints and Dispute Resolution Policy

How to raise a complaint with AfterWorc and what happens next.

Company	AfterWorc OÜ ("AfterWorc", "we", "us")
Registry code / VAT	17554808 / EE103008226
Address	Mäealuse tn 10/2, 12618 Tallinn, Estonia
Contact	info@afterworc.com · +372 5332 7539
Version / last updated	1.0 / 20 September 2026
Applies to	afterworc.com, its subdomains and any AfterWorc app (the "Platform")

In short. Tell us what went wrong at info@afterworc.com. We confirm receipt within 2 business days and aim to resolve complaints within 14 days. If you are still not satisfied, you can use the outside options in section 4.

1. How to complain

Email	info@afterworc.com, subject line "Complaint – [Order number if any]"
Phone	+372 5332 7539 (Mon–Fri 09:00–17:00 Estonian time)
Post	AfterWorc OÜ, Mäealuse tn 10/2, 12618 Tallinn, Estonia
Please include	Your name, the email on your account, the Order number, what happened, what you would like us to do, and any evidence

2. What happens next

Step	What we do	Target time
1. Acknowledge	Confirm we have your complaint and give you a reference	2 business days
2. Investigate	Review the Order, messages and records; ask both sides for information if needed	Within 10 business days
3. Reply	Send you our decision and, if agreed, the remedy (refund, revision, release of funds, apology or other fix)	Within 14 days; 30 days at most for complex cases
4. Escalate	If you disagree, you can ask a senior team member to review the decision	Within 10 business days of your request

3. Order disputes

Disagreements about delivered work, refunds or held funds are handled first through the dispute process in the Refund, Return and Cancellation Policy. That process keeps the funds held while we decide.

4. If you are still not satisfied

- **Consumers** may turn to the Consumer Disputes Committee (Tarbijavaidluste komisjon) in Estonia, or to the consumer authority of their own country.

- **Courts:** the Terms and Conditions state which courts have jurisdiction. Consumers keep their right to go to the courts of their place of residence in the EU.
- **Data-protection matters** may be reported to the Estonian Data Protection Inspectorate (Andmekaitse Inspektsioon).
- **Card payments:** you may ask your card issuer to review a payment. Please contact us first; see the Payment, Security and Accepted Cards Policy.

5. Records and learning

We keep a record of every complaint and its outcome for at least 18 months and use them to improve the Platform. Complaints are handled in confidence under the Privacy and Confidentiality Policy.