

Service Complaints

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Controlling language: Français / French / Frans

The French version is controlling. In case of any discrepancy between language versions, the French version prevails unless mandatory law provides otherwise.

SPEC CONSTRUCTION TECHNOLOGIE SRL

Chaussée de Roodebeek 206, 1200 Woluwe-Saint-Lambert, Belgique

Entreprise / Ondernemingsnummer / Enterprise No.: 0844.731.626

TVA / BTW / VAT: BE 0844.731.626

E-mail: sct@sctwebcare360.com

Web: sctwebcare360.com

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1. Scope

This procedure covers complaints about SCT WebCare 360 itself: account access, subscription, payment, invoice, technical error, plan limits, availability or handling of a service request.

Disputes between an end customer and an advertiser concerning goods or services supplied outside the Platform should generally be addressed to the advertiser because the Platform is not a party to that contract.

2. How to complain

Use the contact method shown on the Contact page or the account function when available. The complaint should identify the account and describe the facts, date, expected remedy and any relevant payment/invoice reference.

- Business name and account email.
- Payment or invoice reference where relevant.
- Clear description and useful screenshots/documents.
- Remedy requested.
- For VAT issues: country, professional status and relevant VAT/Tax ID.

3. Acknowledgement and timing

The Platform aims to acknowledge automatically or within 24 business hours where automation is not available. A response is normally provided within 14 calendar days. Complex matters may take up to 30 days, with notice to the complainant.

4. Payment and VAT complaints

The Operator may check server records, Stripe history, VIES, tax configuration and accounting records. A pricing error, duplicate charge, incorrect VAT or reverse-charge treatment is corrected where the evidence supports it.

5. Outcome and appeal

The response states the conclusion and, where relevant, measures taken or reason for rejection. Moderation decisions use the dedicated appeal procedure rather than the general complaint route.

6. Retention

Complaint files are normally retained for 3 years after closure, longer where a dispute, legal duty or defence of claims requires it.