

REDTKT has an active conflict resolution policy, for which reason it offers its customer support service. We inform you that in accordance with Art. 14.1 of Regulation (EU) 524/2013 the European Commission has created a platform for online dispute resolution that is available through the following link: <http://ec.europa.eu/consumers/odr> However, REDTKT will decide, in each case, whether to adopt this system or not, as we consider that conflicts can and must be resolved without resorting to these fields. This is why we recommend that before making any complaint you use our customer support service. Thank you for your understanding.