

Not Satisfied with your product?

How to file a complaint?

At REBACARE® we do everything in our power to help you in a pleasant, professional and quick way. Despite that it may happen that you are not fully satisfied. In that case we recommend you to contact the person who helped you and discuss the matter with him/her. If you prefer not to do so, or if such a conversation does not lead to a solution, you can file a formal complaint with REBACARE B.V.

We take complaints very seriously, as we want all our clients to be satisfied. For us a complaint is an opportunity to improve our services in the future. You can file your complaint by phone, mail or website.

Where to file your complaint?

By phone

On weekdays from monday to friday from 9.30 till 17.00 you can reach us at +31(0)518 420979 or when nobody is answering +31(0)58 7852013. Please inform the recipient your calling about a complaint and you will immediately be put through to the right person.

By mail:

You can send your letter to:

REBACARE B.V.
Sasker van Heringawei 12
9036 GD Marsum / The Netherlands

Or send your e-mail to kwaliteit@rebacare.nl

Online

On our website (www.rebacare.nl/contact) you can file your complaint in 'Contact'. Please fill in the full form and press 'Send'.

You will receive confirmation and information about the procedure within 5 days after we receive your complaint.

What if after these previous steps we still have not come to an agreement?

We offer you the opportunity to present your complaint to an independent complaints committee (www.erisietsmisgegaan.nl)



Van Weestraat 3
3761 CA Soest
Postbus 3045
3760 DA Soest / The Netherlands

If after these efforts we still fail to come to a joint agreement?

you can reach out to the Geschillencommissie (www.degeschillencommissie.nl/english)



Postbus 90600
2509 LP Den Haag / The Netherlands