

**Complaints procedure**

We always endeavour to resolve any differences of opinion arising from contracts concluded with us and complaints amicably. You can contact us at any time by email at [info@bitcar-one.com](mailto:info@bitcar-one.com).

Please note that we are not obliged to participate in dispute resolution proceedings before a consumer arbitration board and do not offer you the opportunity to participate in such proceedings.

The European Commission provides a platform for online dispute resolution, which you can find at <https://ec.europa.eu/consumers/odr/>. Consumers are in principle able to use this platform for the resolution of their disputes.