



WOOTWARE COMPUTERS (PTY) LTD.

COMPLAINTS HANDLING PROCEDURE

1 .PURPOSE

- 1.1 At Wootware Computers (Pty) Ltd (“Wootware”), we are committed to upholding best practice through providing high quality products and service to all our customers.

This document sets out the procedure we will operate in dealing with any complaints that may arise in the provision of our products or services.

We are committed to resolving any issues promptly, fairly and transparently.

2. RAISING AN ISSUE

- 2.1 In the first instance please contact the Wootware representative handling your query to discuss any concerns you have, so that the matter can be looked into immediately.

- 2.1 If you are unable to reach the relevant Wootware representative directly or require further assistance, please contact our customer service desk at support@wootware.co.za or utilise our Live Chat support functionality on our website.

3. MAKING AN INFORMAL COMPLAINT

- 3.1 An informal complaint can be made via email to support@wootware.co.za. Please include specific details so that the matter can be thoroughly investigated.

4. MAKING A FORMAL COMPLAINT

- 4.1 Formal complaints can be lodged by completing [this form](#). Please ensure that all details provided are accurate and detailed so that the matter can be thoroughly investigated.
- 4.2 Upon receipt of your written formal complaint an acknowledgement will be sent to you within 1 business day. The name and contact details of the person who will be dealing with your case will be supplied to you at this point.
- 4.3 Within 3 business days from the acknowledgement of your written complaint you will receive in writing a summary of our understanding of your complaint. You will be asked at this time to provide any further evidence or information regarding the complaint and to confirm that we have understood all your concerns.
- 4.4 Following such confirmation, we will investigate the matter and write to you in reply within 5 business days unless it becomes apparent to us that the investigation may not be completed within this timescale. In these circumstances, a written explanation will be sent to you including a progress report. When a substantive reply is sent you, a summary of findings will be included along with details of any further action to be taken.

5. IF YOU ARE NOT SATISFIED

- 5.1 If in the context of your dealings with us or the handling of your complaint, you believe that we have not resolved the matter to your satisfaction, you may lodge a complaint with the Consumer Goods and Services Ombud.

Contact Number: 0860 000 272

Website: www.cgso.org.za

Email: complaints@cgso.org.za