

## **Complaints regulation**

1. The study agreement is governed by Dutch law
2. Customer complaints towards Teshura Styling are handled by Teshura Styling. The customers should be sent to [contact@teshurastyling.com](mailto:contact@teshurastyling.com) by e-mail. Within 24 hours, the customer receives a confirmation of receipt.
3. Teshura Styling will treat the complaint confidentially and Teshura Styling strives to resolve the complaint within 14 days. Should this term not be met then the customer will be informed of the situation.
4. If the client doesn't agree with Teshura Styling's proposal, he may contact Educational Disputes, PO Box 85191, 3508 AD, Utrecht. ([www.onderwijsgeschillen.nl](http://www.onderwijsgeschillen.nl)). Hereinafter referred to as independent third party. Complaints can be sent by e-mail to [info@onderwijsgeschillen.nl](mailto:info@onderwijsgeschillen.nl).
5. If Teshura Styling doesn't agree with the independent third party's verdict, then Teshura Styling appeals to the Dutch legislation.
6. In accordance with the mandatory obligations of the Dutch court, which is binding, the case will be finalized within the deadline.
7. In the context of privacy, Teshura Styling will at all times deal with the substantive information confidential.