

Complaints Procedure Rules

Complaints Procedure For Digital Services

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Complaints contact:	info@pigmentrix.com www.pigmentrix.com

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1. Purpose and Scope

This Complaints Procedure for Digital Services (the "Procedure") describes how a User can report issues and exercise their rights regarding defective or non-conforming access to the Pigmentrix Matrix.

This mainly applies to consumers purchasing a 24-Hour Pass or Functional Subscription at www.pigmentrix.com. Issues with the Free Plan can be reported to support, but no monetary compensation is provided if no payment was made. Enterprise Subscriptions and Educational Licenses may have different agreements, service levels, or support processes.

2. Relationship to Other Documents

This Procedure complements the Pigmentrix Terms & Conditions (the "Terms"), with any capitalized terms not defined here having the same meanings as in the Terms. The Cancellation, Withdrawal & Refund Policy details the rules for subscription cancellations, statutory withdrawals, and refunds. The Pigmentrix User License Agreement oversees the use of Licensed Materials.

This procedure does not limit any mandatory rights. If consumer laws provide greater protection, those laws take priority.

3. Product Complaints and Payment Disputes

Pigmentrix handles complaints concerning activation, access, availability, plan features, updates, and Matrix compliance. Paddle, as the current Merchant of Record, manages invoice inquiries, taxes, payment authorization, duplicate or unfamiliar charges, refunds, statutory withdrawals, and chargebacks in accordance with the Payment & Subscription Services Policy.

An unsure user can reach out to either party. The request may be redirected or coordinated, but a payment-support request to Paddle does not replace filing a complaint with Pigmentrix about the digital service.

4. Conformity of the Digital Service

Paid access must match the plan description and checkout details at the time of contract formation. As outlined in the Terms, this includes access to the specified features and content for the plan, information on compatibility and functionality provided before purchase, necessary security and other updates, and the continuity reasonably expected during the supply period.

The Matrix is a complex professional reference platform. Corrections, updates, reclassifications, revised Cross References, changes to Alternatives, or lawful content modifications are not considered defects as long as the Matrix remains in compliance with the contract and the change adheres to the Terms and applicable laws.

5. Examples of a Potential Defect

- paid access was not activated after a successful transaction;
- the User cannot access a paid feature included in the applicable plan;
- the Matrix repeatedly fails to authenticate or load because of a Pigmentrix-side technical issue;
- a material function does not operate as described for the User's plan;
- a required update or security measure is not supplied; or
- the digital service otherwise fails to meet mandatory conformity requirements.

6. Situations Not Normally Treated as a Defect

- scheduled or reasonably necessary maintenance, provided it is managed according to the Terms;
- an outage or incompatibility caused exclusively by the User's device, browser, network, unsupported setup, credentials, or failure to install a provided update after being warned of the possible consequences;
- A third-party website, marketplace partner, payment provider, manufacturer, distributor, or retailer becoming unavailable or updating its information.
- Changes in product availability, formulation, packaging, price, or manufacturer details after the Matrix record is prepared;
- A disagreement with an independent Pigmentrix classification or methodology, as long as the content is presented and functions as described.
- Loss of access resulting from expiry, valid cancellation, suspension, account deletion, or breach of the Terms; or
- A feature that was not included in the purchased plan or not promised at the time of the contract.

7. How to Make a Complaint

A complaint can be submitted by email to info@pigmentrix.com or through any of the complaint channels on the Pigmentrix website. The official version should also provide a postal address.

The User should submit the complaint quickly after discovering the issue. Under applicable law, a consumer does not forfeit a mandatory right simply because they did not report the problem immediately, unless the law provides otherwise.

- name and contact details;
- Pigmentrix account email;
- plan and transaction or order number;
- date and approximate time the issue occurred;
- clear description of the issue and the affected function;

- screenshots, error messages, browser and device details where relevant; and
- the remedy requested, if the User has a preference.

8. Confirmation and Assessment

Pigmentrix will acknowledge receipt of a consumer complaint by providing a durable confirmation and will record the date, subject, requested remedy, and contact details. If any information is missing, Pigmentrix may request only the necessary details to evaluate and resolve the issue.

Pigmentrix should reproduce the issue, examine account and service logs, confirm the purchased plan, and identify whether the problem stems from the Matrix side, user side, or third-party sources. Personal data will be handled in accordance with the Privacy Policy and relevant laws.

9. Time for Resolution

A complaint about digital content or services will be addressed promptly and within a reasonable timeframe, taking into account the type, purpose, and severity of the issue. The resolution should also prevent significant inconvenience to the consumer.

Any statutory deadlines or confirmation obligations related to the receipt and recording of a complaint still apply. Pigmentrix will notify the User if a technical investigation requires additional time and will keep them updated on its progress.

10. Remedies

If the Matrix does not fulfill the contract terms, the primary remedy usually involves restoring access or ensuring that the digital service complies, at no cost, within a reasonable period and without significant inconvenience.

A consumer may be eligible for a fair price reduction or contract termination if specific legal criteria are met. These conditions include cases where conformity cannot be achieved, is not restored within a reasonable period, the defect reappears, the defect is substantial, or Pigmentrix explicitly states or clearly indicates it will not restore conformity.

Pigmentrix will authorize or inform about any repayment obligations resulting from a price reduction or termination. The Merchant of Record, acting as the seller of the Transaction, will handle these payments following applicable laws, the Payment & Subscription Services Policy, and the Cancellation, Withdrawal & Refund Policy.

Termination for a minor lack of conformity may be limited where law allows. The requirement to prove that the lack of conformity is minor remains subject to applicable law.

11. Service Updates and Modifications

Pigmentrix may revise, update, reorganize, or modify the Matrix as described in the Terms. Any necessary updates for compliance or security should be supplied for the period specified by the contract and applicable law.

If a change that goes beyond what is necessary to achieve conformity substantially hinders a consumer's access or usage, Pigmentrix will provide the required information, notify the user, and offer any termination options required by law.

12. Complaint Decision

Pigmentrix will present the result in a durable format, indicating whether the complaint was accepted, partially accepted, or rejected. It will include the reasons behind the decision, outline the remedy, and, if relevant, specify the expected completion date. Additionally, it will provide information about any further review or consumer dispute resolution.

Accepting a complaint does not change the independent nature of the Pigmentrix Methodology or turn reference data into official certification, safety documentation, medical advice, or a professional guarantee.

13. Enterprise and Educational Arrangements

Enterprise and Educational customers should adhere to the contact and escalation procedures specified in their individual agreements. Please be aware that contractual service levels, response times, account management, and remedies might differ from this consumer procedure.

Mandatory rights of any qualifying consumer Authorized User remain unaffected.

14. Unresolved Consumer Disputes and ADR

A consumer should initially try to resolve the issue directly with Pigmentrix. If they cannot settle the dispute through the contract, they may submit a proposal for out-of-court dispute resolution to the Czech Trade Inspection Authority (COI). Details and the electronic process are accessible at <https://coi.gov.cz/informace-o-adr/>.

The ADR body helps achieve an amicable settlement but does not replace the courts. This clause does not limit a consumer's right to contact a relevant supervisory authority or court.

15. Contact and Changes

Complaints should be directed to info@pigmentrix.com. Service Provider: SFX Materials, a.s., Reg. Nr. 05903637, Opletalova 1337/29, Czech Republic, EU. Email: info@pigmentrix.com. Visit

www.pigmentrix.com for more information. Ensure that full registered-office and company identification details are provided before publication.

This Procedure may be modified in accordance with the Terms and applicable law. However, any remedies that have already arisen will not be affected by such changes.

16. Appendix A - Suggested Complaint Form

This form is not mandatory. You may file a complaint using any clear statement that provides enough details to identify and assess the issue.

Name: _____

Contact email: _____

Pigmentrix account email: _____

Plan: _____

Order or transaction number: _____

Date and time of issue: _____

Affected feature or content: _____

Description of issue: _____

Error message: _____

Browser, device and operating system:

Steps already attempted: _____

Requested remedy: _____

Attachments: _____

Date: _____