



Complaints Code of Practice

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How to Make a Complaint

We aim to deliver exceptional service to all our customers, but we know sometimes things don't go quite right, and if this happens then we are committed to finding a resolution as quickly as possible.

If you're unhappy with a Mozillion product or service and want to make a complaint, please contact us to let us know and we will do everything we can to make it right.

This information provided here in our Customer Complaints Code of Practice explains how to get in contact and how we can help.

Complain to us online

The fastest way to let us know something isn't right is to raise your complaint with us online.

Fill out and submit the simple [Contact Us form](#) with details of your complaint including your Mozillion mobile number or order reference. We will always aim to resolve it with you straight away.

You can have a full record of your conversation emailed to you at the end, which includes the date and name of the person you spoke to.

If we need to spend more time investigating your complaint after our initial reply, we will need to contact you again with the aim of reaching a resolution with you.

By email

If you would like to send your complaint by email then you can email us on help@mozillion.com. We will aim to resolve your complaint over email and you will have a full record of your conversation emailed to you at the end, which includes the data and name of the person you spoke to.

By phone

If you would like to register your complaint over the phone, you can contact our Customer Team on 020 4516 3885 Mon-Fri 9am-5pm (excluding bank holidays).

One of our Customer Team will ask for details of your complaint and will aim to resolve your complaint on the call. Alternatively, out of hours you can leave a voicemail message with details of your complaint and one of the team will contact you.

For account help or other queries that are not complaints, please visit our [Help & Support pages](#).

Write to us

Raising your complaint via our [online form](#) is the quickest way to raise your complaint in writing but you can also post your complaint to: Mozillion Customer Relations, Cube House, Bell Lane, Uckfield, East Sussex, TN22 1QL.

Please include the following information in your letter:

- Your full name
- Your billing address with postcode
- Your Mozillion mobile number (if relevant)

Mozillion is a trading name of Mozillion Limited. Mozillion Limited is registered in England and Wales (company number 11864919). Registered office: 15 West Street, Brighton, England, BN1 2RL.

- You'll also need to include your date of birth or the email address you have registered with Mozillion
- Full details of your complaint
- What you would like us to do to resolve your complaint

This information is to help us find your account details and make sure we're speaking to the right person.

We will aim to post a response to your complaint with a resolution within 7 days. Please allow time for postage. If your complaint is expected to take longer than 7 days to resolve, we will still contact you within that time to keep you updated. This may be by call or email so that we can get the problem resolved as quickly as possible for you but do let us know if you don't want us not to call you.

Already complained?

If you've already made a complaint, please give us up to three days to go through your details and get in touch. If it's been longer than three days, we're really sorry to have kept you waiting and we'll be in touch as soon as we can.

If we don't resolve your complaint - Alternative Dispute Resolution

If you have raised a complaint with us and it remains unresolved after eight weeks, or if we've sent you a communication detailing our final response to your complaint as we cannot reach an agreement (a deadlock letter), you can refer your complaint to Communications Ombudsman.

Communications Ombudsman is an independent dispute resolution scheme, approved by Ofcom, which is free of charge and impartial. It aims to resolve disputes between consumers and providers in the communications sector that cannot be resolved between a customer and a service provider. Read through their guidelines to make sure your complaint is eligible.

[Contact Communications Ombudsman online](#)

Phone: 0330 440 1614 (standard rates apply)

Email: enquiry@commsombudsman.org

Post: Communications Ombudsman, P.O Box 730, Warrington, WA4 6WU

Take your complaint to the Financial Ombudsman Service

If you've complained about a financial product we have recommended or introduced you to, such as PayPal Credit or Klarna and you aren't happy with the final outcome or haven't received an outcome to your complaint after eight weeks, you can choose to contact the Financial Ombudsman Service. They're free and will take an independent and unbiased approach to your case. You can read their leaflet which is available at www.financial-ombudsman.org.uk/leaflet for more information on what the Financial Ombudsman can help with.

Contact the Financial Ombudsman online

Phone: 0300 1239 123 (standard call charges apply)

Email: complaint.info@financial-ombudsman.org.uk

Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

If you need help or other information about Mozillion or our services unrelated to a complaint, please visit our [Help & Support pages](#).