aurumbeam

SERVICE

# Customer Satisfaction

Last updated: October 2026

How to reach Aurumbeam London Ltd (hereinafter Aurumbeam), how quickly we respond, what we do when something goes wrong, and where you can turn if you do not agree with our response.

## How to reach us

| MATTER | CONTACT |
|---|---|
| **General questions, orders, access** | support@aurumbeam.com |
| **Withdrawal** | widerruf@aurumbeam.com |
| **Data protection and data subject rights** | datenschutz@aurumbeam.com |
| **Post** | Aurumbeam London Ltd, 20 Wenlock Road, London N1 7GU, United Kingdom |

You can contact us in German and in English.

## Our response times

| PROCESS | TARGET |
|---|---|
| **Acknowledgement of receipt of an enquiry** | on the same working day |
| **Substantive response to a general enquiry** | within two working days |
| **Enquiries concerning a pending payment or delivery** | with priority, within one working day |
| **Complaint, initial response** | within three working days |
| **Complaint, final response** | within 14 days of receipt |
| **Subject access requests under Article 15 UK GDPR or Article 15 GDPR** | within one month; statutory time limits take precedence |

These are self-imposed targets and not contractually guaranteed time limits. Statutory time limits remain unaffected and take precedence.

## So that we can help you quickly

Please state in your message:

1. the email address of your access,
2. the order or case number,
3. the date of the transaction,
4. for shipping queries, the tracking number,
5. a brief description of what you expected and what actually happened.

Please never send us your password, one-time codes or recovery codes. We never ask for them.

## How we handle complaints

**Step 1: Receipt.** Every complaint is recorded and assigned a case number. You will receive an acknowledgement of receipt stating this number.

**Step 2: Review.** We reconstruct the transaction on the basis of the custody register, the payment and shipping data and the communication history. Where third parties are involved, such as the payment service provider, the custodian or transport service providers, we obtain their statement.

**Step 3: Response.** You will receive a reasoned response in text form. If we find in your favour, we tell you what we will specifically do and by when. If we do not find in your favour, we tell you what we base our decision on.

**Step 4: Follow-up.** Recurring complaints are analysed. If an error emerges in a process, in a text or in the app, it is eliminated and not merely remedied in the individual case.

**Step 5: Second review.** If you do not agree with the response, you may request a fresh review. This is carried out by a person who was not involved in the first decision.

## If we cannot reach agreement

If we do not reach agreement, independent avenues are open to you. We are neither obliged nor willing to participate in dispute resolution proceedings before a consumer arbitration body. Advice centres in your country are listed in the Country-Specific Consumer Information. Your right to bring proceedings before the courts remains unaffected.

Points of contact in your state of residence and further details are set out in the document Approach to Legal Norms (Compliance) and in the Country-Specific Consumer Information.

Your statutory rights, in particular warranty rights and recourse to the ordinary courts, exist independently of this and are neither restricted nor delayed by our complaints procedure.

## What we measure ourselves against

For each completed complaint case, we record:

- the time until the initial response,
- the time until the final response,
- the proportion of cases conclusively resolved at the first stage,
- the proportion of cases decided in the customer’s favour,
- the category of cause.

These indicators are regularly evaluated internally and presented to the management. The framework for this is set out in the Corporate Governance and Policies.

## Reviews and feedback

We occasionally request feedback on individual transactions by email. Participation is voluntary and has no influence on your terms or on the handling of your matters.

We do not buy reviews, do not procure reviews from persons who have not made a purchase, and do not have negative reviews suppressed. Where we display reviews on our pages, we describe there how they are obtained and whether they are based on verified purchases.

## Accessibility and clarity

If you find a text, a process or a display in the app difficult to understand, write to us. For us, unclear wording is a defect and not a side issue. Feedback of this kind is incorporated into the revision of the texts.

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**Aurumbeam London Ltd**
20 Wenlock Road
London N1 7GU
United Kingdom

Registered in England and Wales
Company Number 17528961

CONTACT

support@aurumbeam.com
datenschutz@aurumbeam.com

**aurumbeam.com**

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