

PROCESS OF RECEIVING AND RESOLVING COMPLAINTS

All complaints from the Customer are resolved on a negotiated basis. In case the desired agreement is not reached, either party has the right to refer the case to the competent State agency for settlement.

Method of submitting a complaint:

The Customer may submit a complaint for Edutek to resolve by the following method:

* Option 1: Call our hotline: (+84) 987 232 540

* Option 2: Send an email to: biz@edutek.io

* Option 3: Direct to the following address: 3rd Floor, 163 Nguyen Van Troi, Ward 11, Phu Nhuan District, Ho Chi Minh City.

Order of receiving and resolving complaints:

Step 1: File your complaint

Customer submits complaints about services or rights that are not fully guaranteed to Edutek through the methods specified above.

Step 2: Receive and handle complaints

Edutek will receive the Customer's complaints and verify the information.

Step 3: Respond to customers

Edutek will respond to the complaint handling results to customers within 03 working days from the date the verification and processing of information is completed.

Edutek will try to verify information and resolve complaints quickly and promptly to ensure the interests of Customers. In case it is beyond the competence and competence of Edutek, we will request the Customer to bring this case to the competent state agency for settlement according to law.