



Buyline Ltd  
B12 Elmbridge Court  
Cheltenham Road East  
Gloucester  
Gloucestershire  
GL3 1JZ

## **What to do if you have a Complaint**

Firstly, we're sorry if our service has fallen below the high standards we set ourselves and that you feel the need to complain. However, we do understand that things do not always go to plan, and so we thank you for giving us the opportunity to understand the problem so that we can do our best to put it right for you and to make sure that a similar problem does not occur again in the future.

We take all complaints seriously and will act to resolve them as quickly as we can.

## **Tell us what's happened**

If your complaint relates to your finance agreement with us, then please contact us directly.

The more you can tell us about the circumstances of the complaint, the quicker we will be able to investigate those concerns.

Please provide us with your name, address and finance agreement reference number (this 8 digit number can be found on your Agreement document and in other correspondence we send you). Please tell us what you would like us to do put things right for you.

If you're unhappy with the goods or services supplied to you and financed by us, you should contact the supplier in the first instance. If you remain unhappy with their response, please contact us and we will look into the matter for you.

## **Ways to contact us**

The easiest way to contact us is via email to:- [hello@buyline.co.uk](mailto:hello@buyline.co.uk)

If you would prefer to write to us, please address your letter to:-

Compliance Manager  
Buyline Ltd  
B12 Elmbridge Court  
Cheltenham Road East  
Gloucester  
Gloucestershire  
GL3 1JZ

Telephone: 03330 230 134 (calls to this number are charged at the same rate as 01 or 02 numbers)

## **What we will do**

We will aim to resolve your complaint within three working days. Where this isn't possible, for example where we need to talk to the supplier of the goods or services, we will contact you to give you an update and let you know when you can expect a full response.

We will keep you regularly informed of our progress and, once we have investigated the circumstances of your complaint, we will write to you to let you know the outcome of our investigations. This is called a “final response”.

If we haven’t been able to resolve your complaint within 8 weeks of receipt we will write to you to let you know what next steps you can take.

### **What to do if you are still unhappy**

If you are not satisfied with our response, or eight weeks have passed since you first contacted us about your complaint, you can ask the Financial Ombudsman Service to review your complaint.

### **The Financial Ombudsman Service**

The Financial Ombudsman Service is an independent and impartial service for consumers to help resolve disputes with financial firms.

If you decide to take your complaint to the Financial Ombudsman Service, you must do so within six months of the date of our final response as the Financial Ombudsman Service may not consider any complaint made after that time.

We hope you won’t need to contact the Financial Ombudsman Service, but if you do, you can contact them at:-

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Tel: 0800 023 4567 (calls to this number are normally free for people ringing from a “fixed line” phone – but charges may apply if you call from a mobile phone) or

0300 123 9 123 (calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

For more information on this service, please visit <https://www.financial-ombudsman.org.uk/>