



**Complaints Information
Alternative Investments B.V.**

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BUX Alternative Investments B.V is a private limited liability company (besloten vennootschap met beperkte aansprakelijkheid) with its statutory seat in Amsterdam, the Netherlands, registered with the Trade Register of the Dutch Chamber of Commerce in Amsterdam under number 76895327.

Complaints information

In the event of you having any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact our Customer Support: support-crypto@bux.com. Most customer's concerns can be resolved by our Customer Support, who will do all they can to help.

We will respond to a complaint as soon as possible, but ultimately within eight (8) weeks. We may ask for additional clarification when complaints are insufficiently explained and/or substantiated.

Both we at the Platform and you as the user shall cooperate to achieve a solution to the satisfaction of both parties. If parties are unable to resolve the complaint amicably, you have the right to submit the dispute to the competent court or dispute resolution platform pursuant of clauses 17.1 and 17.2 of the [Terms and Conditions](#).