

Complaints and Disputes Policy – Metamorfosi Webshop

Last updated: 13 September 2026

This Complaints and Disputes Policy explains how Metamorfosi handles complaints from customers and what options may be available if a complaint cannot be resolved directly with us.

Metamorfosi takes customer complaints seriously. We aim to handle complaints carefully, fairly and within a reasonable time. At the same time, this Policy does not limit any mandatory rights that consumers may have under Dutch or EU consumer law.

This Policy applies to purchases made through the Metamorfosi webshop at www.transformyourfood.eu.

1. Identity and contact details

Statutory name: Metamorfosi

Trade name: Metamorfosi

Registered address: Park de Kotten 138, 7522EH, Netherlands

Visiting address: not applicable

Telephone number: 0031 649 158 529

Email address: info@transformyourfood.eu

Chamber of Commerce, KvK, number: 99996154

2. Definitions

1. **Metamorfosi, we, us or our** means the entrepreneur identified above.
2. **Customer, you or your** means a person or business that places an order with Metamorfosi or uses the Metamorfosi webshop.
3. **Consumer** means a natural person acting for purposes outside that person's trade, business, craft or profession.
4. **Business Customer** means a customer who is not a Consumer.
5. **Complaint** means a written expression of dissatisfaction relating to a Product, order, delivery, customer service, payment, return, refund, website experience or other matter connected with Metamorfosi.
6. **Dispute** means a Complaint that has not been resolved through Metamorfosi's internal complaints procedure.

3. Scope of this Policy

1. This Policy applies to Complaints relating to:
 1. Products purchased from Metamorfosi;
 2. delivery or transport issues;
 3. damaged, defective, incorrect or missing Products;
 4. returns, withdrawal and refunds;
 5. payments;
 6. customer accounts;
 7. use of the webshop;
 8. customer service communications.
2. Complaints relating to returns, withdrawal, damaged Products, defective Products or refunds may also be governed by Metamorfosi's separate **Returns and Withdrawal Policy**.
3. In case of inconsistency between this Policy and mandatory consumer law, mandatory consumer law prevails.
4. In case of inconsistency between this Policy and Metamorfosi's General Terms and Conditions, the provision most favourable to the Consumer applies, unless mandatory law provides otherwise.

4. How to submit a Complaint

1. Complaints should be submitted by email to: info@transformyourfood.eu.
2. To help us assess the Complaint properly and quickly, please include:
 1. your full name;
 2. your order number, if applicable;
 3. the email address used for the order;
 4. a clear description of the Complaint;
 5. the Product concerned, if applicable;
 6. photographs or other evidence, where relevant;
 7. your preferred resolution, if any.
3. If the Complaint concerns damage during delivery, you should, where reasonably possible, include photographs of:
 1. the Product;
 2. the shipping box;
 3. the internal packaging;
 4. any visible leakage, breakage or other damage.
4. If you cannot reasonably provide certain information or photographs, you should explain this when submitting the Complaint.

5. Failure by a Consumer to provide all requested information immediately does not remove statutory consumer rights, but it may delay our ability to assess or resolve the Complaint.

5. When to submit a Complaint

1. Customers are encouraged to submit Complaints as soon as reasonably possible after discovering the issue.
2. For Consumers, a notice given within two months after discovering a defect or problem with a Product is considered timely under Dutch consumer law.
3. Business Customers must inspect Products promptly after delivery and must notify Metamorfosi of visible defects, transport damage, incorrect delivery or missing Products within 48 hours after delivery, unless otherwise agreed in writing or mandatory law provides otherwise.
4. Business Customers must notify Metamorfosi of hidden defects within 48 hours after discovery.
5. Failure by a Business Customer to complain within the applicable period may result in loss of claims, to the extent permitted by law.

6. Acknowledgement of receipt

1. Metamorfosi will confirm receipt of a Complaint as soon as reasonably possible.
2. We aim to acknowledge Complaints within 5 working days after receipt.
3. If a Complaint is unclear or incomplete, we may ask you to provide additional information before we can assess it.

7. Assessment and response time

1. Metamorfosi will assess Complaints carefully and in good faith.
2. We aim to provide a substantive response within 14 days after receiving the Complaint.
3. If a Complaint requires more time to investigate, we will inform you within 14 days and indicate when you can expect a substantive response.
4. A longer assessment period may be necessary, for example, where:
 1. information is incomplete;
 2. photographs or documents are missing;
 3. the carrier must be contacted;
 4. the Product must be inspected;
 5. the issue requires technical, supplier or legal review.
5. Any response period mentioned in this Policy is intended to support careful complaint handling and does not create an admission of liability.

8. Investigation of Complaints

1. Metamorfofi may investigate Complaints by reviewing:
 1. order information;
 2. payment records;
 3. delivery and tracking information;
 4. customer communications;
 5. photographs or videos provided by the Customer;
 6. information from carriers, suppliers or payment service providers;
 7. returned Products, where applicable.
2. The Customer is expected to cooperate reasonably with the investigation.
3. If a Product needs to be inspected, Metamorfofi may ask the Customer to return the Product, unless return is unsafe, impractical or unnecessary in the circumstances.
4. For food products, including olive oil, Metamorfofi may inspect whether the Product is opened, damaged, leaking, contaminated, tampered with, improperly stored or otherwise unsuitable for resale or safe handling.
5. Metamorfofi may reject a Complaint if the available information shows that the issue was caused by:
 1. incorrect use;
 2. incorrect storage;
 3. failure to follow instructions;
 4. damage after delivery;
 5. tampering with the Product;
 6. normal characteristics of the Product that were clearly disclosed before purchase;
 7. circumstances outside Metamorfofi's responsibility.
6. This Article does not limit mandatory consumer rights where the Product was defective, damaged, unsafe, incorrectly delivered or non-conforming at the time of delivery.

9. Possible outcomes

1. Depending on the nature of the Complaint and the applicable law, Metamorfofi may offer one or more of the following solutions:
 1. explanation or clarification;
 2. correction of an administrative error;
 3. replacement of a Product;
 4. repair, where applicable;
 5. partial refund;
 6. full refund;
 7. discount code or goodwill gesture;
 8. other reasonable solution.
2. Any goodwill gesture is offered without admission of liability, unless expressly stated otherwise.
3. Metamorfofi is not required to provide compensation, replacement or refund where the Complaint is unfounded or where the issue is not attributable to Metamorfofi, except where mandatory law provides otherwise.
4. For Consumers, statutory remedies for non-conforming Products remain unaffected.

10. Damaged, defective, incorrect or missing Products

1. Complaints about damaged, defective, incorrect or missing Products are handled in accordance with this Policy and Metamorfofi's Returns and Withdrawal Policy.
2. If a Consumer receives a Product that is damaged, defective, unsafe, incorrectly delivered or otherwise non-conforming, the Consumer has statutory rights under Dutch and EU consumer law.
3. Depending on the circumstances, these rights may include replacement, repair where applicable, price reduction, termination of the agreement or refund.
4. Metamorfofi may request reasonable evidence of the issue, including photographs, order details and return of the Product where appropriate.
5. For Consumers, requesting evidence does not remove statutory rights, but it helps Metamorfofi assess the Complaint and prevent misuse.

11. Communication standards

1. Metamorfofi aims to communicate with Customers respectfully and professionally.
2. Customers are also expected to communicate respectfully.
3. Metamorfofi may limit or suspend direct communication where a Customer uses threatening, abusive, discriminatory, unlawful or repeatedly excessive communications.
4. If communication is limited, Metamorfofi may require further communication to take place only by email or in writing.

5. This does not affect a Consumer's statutory rights or right to bring a dispute before a competent authority or court.

12. No suspension of payment obligations

1. Submitting a Complaint does not automatically suspend payment obligations, unless mandatory law provides otherwise or Metamorfofi agrees in writing.
2. For Consumers, this Article does not limit any statutory right of suspension that may apply under Dutch law.

13. Escalation within Metamorfofi

1. If you are not satisfied with the first response to your Complaint, you may request a further review by replying to our response and explaining why you disagree.
2. Please include any additional information or evidence that you want Metamorfofi to consider.
3. Metamorfofi will review the escalation and provide a final internal position within a reasonable period.
4. Once Metamorfofi has provided its final internal position, the Complaint will be considered closed internally, unless new relevant information becomes available.

14. External options for Consumers

If a Consumer believes that a Complaint has not been handled appropriately, the Consumer may have several external options.

14.1 Competent court

1. Consumers may submit a dispute to the court that is competent under applicable law.
2. Nothing in this Policy prevents a Consumer from bringing a dispute before the competent court.
3. Any choice of Dutch law or Dutch courts does not deprive Consumers of mandatory protections or jurisdiction rights that apply under EU or national consumer law.

14.2 Alternative dispute resolution

1. Metakavli is not affiliated with a recognised alternative dispute-resolution body or disputes committee.
2. Metakavli is not obliged to participate in alternative dispute resolution unless required by applicable law.
3. Metakavli may agree to alternative dispute resolution on a case-by-case basis, but doing so does not create an obligation to participate in alternative dispute resolution in future cases.

14.3 ACM ConsuWijzer

1. Consumers in the Netherlands may obtain information about consumer rights from **ACM ConsuWijzer**, the consumer information service of the Dutch Authority for Consumers and Markets.
2. [ACM ConsuWijzer](#) provides information and guidance, but does not normally resolve individual disputes between a consumer and a business.

14.4 European Consumer Centre

1. Consumers living in another EU Member State may be able to obtain information and assistance from the **European Consumer Centre Network**, also known as ECC-Net.
2. [ECC-Net](#) may assist with cross-border consumer complaints within the EU.

14.5 EU Online Dispute Resolution platform

1. The European Commission's former Online Dispute Resolution platform, also known as the ODR platform, has been discontinued and is no longer available for submitting new consumer complaints.
2. Consumers should use the other options described in this Policy or any updated official EU consumer-dispute channels that may replace the former ODR platform.

15. Business Customers

1. Business Customers are encouraged to contact Metamorfofi first so that any issue can be reviewed and, where possible, resolved commercially.
2. Unless mandatory law provides otherwise, disputes with Business Customers are subject to the governing law and jurisdiction provisions in Metamorfofi's General Terms and Conditions.
3. Metamorfofi may require Business Customers to provide reasonable evidence supporting any Complaint, including documents, photographs, delivery records and returned Products where appropriate.
4. Metamorfofi may reject Complaints from Business Customers if the Business Customer has failed to inspect the Products or notify Metamorfofi within the applicable contractual or legal period.

16. Records and privacy

1. Metamorfofi may keep records of Complaints, communications, evidence, decisions and resolutions for business administration, legal compliance, dispute prevention and quality-improvement purposes.
2. Personal data provided in connection with a Complaint will be processed in accordance with Metamorfofi's Privacy Policy.

3. Complaint records may be retained for as long as reasonably necessary for the purposes described above, unless a longer or shorter period is required by law.

17. Fraud, misuse and unfounded Complaints

1. Metamorfoosi may reject Complaints or claims that are fraudulent, misleading, abusive, unsupported or inconsistent with the available evidence.
2. Metamorfoosi may take reasonable steps to prevent misuse of its complaint, refund and return procedures.
3. Such steps may include requesting additional information, requiring Product inspection, refusing unjustified compensation, limiting account privileges or taking legal action where appropriate.
4. These measures will not be used to restrict mandatory consumer rights.

18. Changes to this Policy

1. Metamorfoosi may amend this Policy from time to time.
2. Changes apply only to future orders and future Complaints, unless mandatory law requires otherwise.
3. The version applicable to a Complaint is generally the version that applied at the time of the relevant order or the version most favourable to the Consumer, where required by mandatory law.

19. Final provisions

1. This Policy is intended to provide a clear and practical complaints process.
2. Nothing in this Policy excludes or limits liability or rights where exclusion or limitation is not permitted by law.
3. If any part of this Policy is found to be invalid or unenforceable, the remaining parts remain in effect.
4. This Policy is available in multiple languages. If there is a conflict between document versions, the Dutch version of this Policy prevails, unless mandatory consumer law requires otherwise.