

## COMPLAINTS POLICY

March 22, 2023

1. **Introduction:** This document set out our complaints policy. If you are a User of Tatteddoll Entertainment, this Complaints Policy forms part of your agreement with us.
2. **Who we are and how to contact us:** Tatteddoll Entertainment is operated by Tatteddoll Entertainment, LLC. We are a limited company registered in Oregon, Unites States, with company registration number 208510891 and we have our registered office address at 1918 Sw Elm St, Portland OR, 97201.
3. **Interpretation:** In this Complaints Policy, defined terms have the same meanings given to them in the Terms of Service. In addition, the term "business days" means any day which is not a Saturday, Sunday or public holiday in United States.
4. **Who can use this Complaints Policy?** Whether or not you are a User of Tatteddoll Entertainment, you can use this Complaints Policy to alert us to any complaint which you have relating to Tatteddoll Entertainment.
5. **How to make a complaint:** If you have a complaint about Tatteddoll Entertainment (including any complaint about Content appearing on Tatteddoll Entertainment or the conduct of a User), please send your complaint to [complaints@millytatteddoll.app](mailto:complaints@millytatteddoll.app) including your name, address, contact details, a description of your complaint and, if your complaint relates to Content, the URL for the Content to which your complaint relates.

If you are unable to contact us by email, please write to us at the following address: 1918 Sw Elm St, Portland OR, 97201

6. **How we will deal with complaints of illegal or non-consensual Content:** Following receipt of your complaint of illegal or non-consensual Content:
  - (a) we will take such steps as we consider to be appropriate to investigate your complaint within a timescale which is appropriate to the nature of your complaint;
  - (b) if we require further information or documents from you, we will contact you to let you know;
  - (c) we will in good faith investigate your complaint within seven (7) business days;
  - (d) if we are satisfied that the Content is unlawful or non-consensual, we will immediately remove such Content, and we will notify you of our decision by email or other electronic message;
  - (e) if we are satisfied that the Content is not unlawful or non-consensual, we will notify you of our decision by email or other electronic message.Any dispute regarding our determination that Content is non-consensual will be submitted by us to a neutral arbitration association at our expense.
7. **How we will deal with complaints related to copyright infringement:** Complaints related to copyright infringement must be submitted in accordance with our DMCA Policy, and we will respond to copyright infringement complaints as set out in such policy.
8. **How we will deal with other complaints:** Following receipt of other complaints (including complaints related to other breaches of our Terms of Service)
  - (a) we will take such steps as we consider to be appropriate to investigate your complaint within a timescale which is appropriate to the nature of your complaint;
  - (b) if we require further information or documents from you, we will contact you to let you know;
  - (c) we will in good faith take such actions as we consider appropriate to deal with the issue which your complaint has raised. If you have complained about Content which appears on Tatteddoll Entertainment and we are satisfied that the Content otherwise breaches our Terms of Service, we will act quickly to remove such Content;
  - (d) we are not obligated to inform you of the outcome of your complaint.

9. **Unjustified or abusive complaints:** If you are a User of Tatteddoll Entertainment, you warrant (which means you make a legally enforceable promise) that you will not make any complaint under this Complaints Policy which is wholly unjustified, abusive, or made in bad faith. If we determine that you have breached this warranty, we may suspend or terminate your User account.