

Complaints Policy

Version 1.0 · effective from 15 August 2026 · aity.tech/documents

DENUMIRE / ENTITY	AITY CLOUD SRL
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CORRESPONDENȚĂ / CORRESPONDENCE	Str. Heliade Între Vii nr. 35, cod 023382, Sector 2, București, România
CONTACT	office@aity.ro · support@aity.ro · aity.ro · aity.tech

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Complaints Policy

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[Romanian version](#) · [Download PDF](#)

AITY CLOUD SRL, a Romanian limited liability company, with its registered office at SACEL no. 1003, Săcel Village, Săcel Commune, Maramureș County, postal code 437290, Romania, tax ID 39458128 (VAT RO39458128), Trade Register J2018000824245, EUID ROONRC.J2018000824245, subscribed and paid-up share capital RON 5,000, correspondence address Str. Heliade Între Vii no. 35, postal code 023382, Sector 2, Bucharest, Romania, telephone [+40735850896](tel:+40735850896) (Monday-Friday, 09:00-18:00 Romanian time), e-mail office@aity.ro, takes every complaint about the aity Platform and aity Cloud services seriously. This policy describes the contact channels, response times, and further avenues available to Customers. The Romanian and English versions are both official; in case of divergence, the Romanian version prevails.

1. How to contact us

CHANNEL	DESTINATION
support@aity.ro	Technical issues, billing questions, support requests
office@aity.ro	Formal complaints, data protection requests, legal notices
+40735850896 (Monday-Friday, 09:00-18:00 Romanian time)	Information and initial registration of a complaint; to preserve evidence, we may request written confirmation
Post: AITY CLOUD SRL, Str. Heliade Între Vii no. 35, postal code 023382, Sector 2, Bucharest, Romania	Written complaints

For a prompt resolution, include: the Account/organization identifier, a description of the issue, the date it occurred and, where applicable, screenshots or error messages.

2. Response times

- **Acknowledgement of receipt:** within no more than **2 business days**;
- **Full response:** within no more than **30 calendar days** of receipt; most complaints are resolved in under 15 days;
- **Invoice disputes:** must be submitted, with reasons, within no more than **15 days** of receiving the invoice, under article 4.5 of the [Terms](#);
- **Service Credits (SLA):** requests must be sent within no more than **10 days** after the end of the affected month, under article 5.3 of the [SLA](#).

If our response does not satisfy you, you may request reconsideration, and the request will be reviewed at management level.

Challenges concerning content removal, visibility limitation, suspension, or other DSA moderation measures are sent to office@aity.ro, identifying the decision, and are handled under the [AUP](#). Initial notices of illegal content are submitted through the [dedicated form](#).

3. Further avenues for Consumers

Consumers may contact at any time:

- the **Romanian National Authority for Consumer Protection (ANPC)** - anpc.ro;
- the **Alternative Dispute Resolution Directorate within ANPC (ADR Directorate)** - a free or low-cost out-of-court dispute resolution procedure: anpc.ro/ce-este-sal;
- the courts having jurisdiction under the law.

If a dispute could not be resolved following a complaint made directly to AITY CLOUD SRL, we inform the Consumer, on paper or another durable medium, of the possibility of contacting the ANPC ADR Directorate under article 25(3) of Romanian Government Ordinance (GO) no. 38/2015. The information states the details of the competent entity and the fact that AITY CLOUD SRL participates in the ADR procedure only where participation is mandatory by law.

For personal data protection matters, you may also contact **ANSPDCP** - dataprotection.ro.

4. Applicable documents

Complaints are handled in accordance with the [Terms of Service](#), the [SLA](#), and the [Returns Policy](#).

Version history

VERSION	DATE	CHANGES
1.0	15 August 2026	First published version.