

Contact & Complaint Policy

Effective Date: [08/01/2025]

Last Updated: [10/07/2025]

At **No Gifts Please, Inc.**, we believe great service starts with responsiveness.

If something goes wrong, we want to fix it — fast, fairly, and directly.

This Contact & Complaint Policy (“**Policy**”) explains how to reach us, how we handle concerns or disputes, and what steps occur before any legal escalation.

1. How to Contact Us

For any issue, question, or concern, our support team is your first point of contact.

✉ **info@nogiftsplease.com** – General inquiries, technical issues, payout questions, registry setup help, Data protection, privacy requests, or GDPR/CCPA-related questions, Security alerts, suspicious activity, or fraud reports, Content issues, user behavior, or guideline violations, Formal correspondence or legal notices

We typically respond to all inquiries within **one business day**, and we aim to resolve most issues within **five business days**.

2. Our Complaint Handling Process

We take every concern seriously — whether it’s a billing question, a misunderstanding between users, or a complaint about the platform.

Here’s how we handle it:

Step 1: Initial Review

Once we receive your email, our support team reviews the issue and confirms receipt within **24 hours** (excluding weekends and holidays).

Step 2: Investigation

We investigate the issue by gathering relevant details, reviewing internal records, and contacting any involved parties (such as Stripe, registry owners, or contributors).

Our goal is to reach a fair, factual understanding of what happened.

Step 3: Resolution Proposal

Within **five business days**, we'll provide a clear written response — outlining what we found, what actions we're taking, and what options are available for resolution.

If more time is needed (for example, during a Stripe dispute or fraud investigation), we'll notify you and provide a realistic timeline.

Step 4: Appeal (if applicable)

If you're not satisfied with our initial response, you can request a review by a senior member of the No Gifts Please team.

Appeals must be submitted within **seven calendar days** of receiving our first response.

We'll re-evaluate and issue a final decision within **10 business days**.

3. What You Can Expect

When you contact us:

- You'll be treated respectfully and listened to in good faith.
- We'll clearly explain what we can and cannot do under our Terms of Service.
- We'll protect your privacy throughout the process.
- We'll document the issue so we can improve over time.

We don't use bots for complaint handling — every case is reviewed by a real person.

4. Scope of Complaints

We handle complaints related to:

- Registry setup, payouts, or technical issues
- Contribution processing or refund requests
- Account access or verification problems
- Content or community behavior concerns
- Data privacy or security issues
- Misuse or fraudulent activity on the platform

Complaints outside our control (such as disputes between users or with third-party experience providers) may be referred elsewhere, but we'll still help facilitate clarity when possible.

5. Escalation and Legal Resolution

If we cannot resolve your complaint through internal review, you agree to follow the steps below before pursuing legal action:

1. **Attempt Informal Resolution:**

You'll first make a good-faith effort to resolve the dispute through written communication with our support team.

2. **Formal Written Notice:**

If no resolution is reached within 30 days, you may send a formal notice to:

No Gifts Please, Inc.

[731 E Broad St. Columbus, Ohio 43205]

Email: info@nogiftsplease.com

The notice must include:

- Your full name and contact information
- The nature of the dispute
- A summary of prior correspondence
- The specific resolution you're seeking

3. **Mediation Option:**

Before filing a lawsuit, either party may request to resolve the matter through **non-binding mediation in Franklin County, Ohio**.

Mediation helps both sides reach resolution without unnecessary cost or delay.

4. **Governing Law:**

This Policy and all disputes arising from it are governed by the laws of the **State of Ohio**, as stated in our [Terms of Service](#).

6. Fraud and Abuse Reporting

If you suspect fraud, impersonation, or misuse of the platform, please report it immediately to **info@nogiftsplease.com**.

Provide as much detail as possible (registry link, screenshots, timestamps).

We prioritize and investigate security reports within **24–48 hours** and coordinate directly with **Stripe** and law enforcement if necessary.

7. Confidentiality and Privacy

All complaint information is handled confidentially and in accordance with our [Privacy Policy](#). We only share details with parties necessary to resolve the issue or comply with legal requirements.

We will never retaliate against a user who files a good-faith complaint.

8. Updates to This Policy

We may revise this Policy from time to time to reflect new processes, contact points, or compliance updates.

The latest version will always be available on our website.

If major changes occur, we'll notify registered users by email or in-platform message.

In Short

If something's wrong, tell us — we'll listen, fix what we can, and explain what we can't. We treat every issue like it matters because to you, it does.