

Dispute Resolution Policy

Ateez Pop-up Store 2025 @ Brussels

At **Ohjinda**, we are committed to providing our customers with an enjoyable and transparent shopping experience. However, in the event that a dispute arises regarding a purchase made at our pop-up store in Brussels, we have established the following dispute resolution policy.

1. Contact Us

If you have an issue or complaint regarding a purchase, we encourage you to contact us as soon as possible. Our team is available to resolve any questions related to your purchase or any potential dispute. You can reach us by email at info@ohjinda.com.

We also invite you to review our **return and refund policy** to understand the procedure to follow in case of defective products.

2. Judicial Recourse

If you are not satisfied with the outcome of your refund request for a defective product, you have the option to bring the dispute before the competent courts. As a consumer, you also have the option to use the **Online Dispute Resolution (ODR) platform** provided by the European Commission. This platform allows consumers to submit disputes online for an amicable resolution without having to go to court.

Online Dispute Resolution Platform:

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EN>

Competent Court: The competent court for any dispute regarding a purchase made at our pop-up store is located in **Brussels, Belgium** (Tribunal de l'entreprise Francophone de Bruxelles).

3. Limitation of Liability

In the context of dispute resolution, we are committed to considering each claim seriously and fairly. However, we disclaim any liability for indirect damages or harm resulting from improper use of the products or circumstances beyond our control.

4. Legal Rights

Consumer rights related to disputes are governed by Belgian consumer protection law and applicable European regulations. This policy does not diminish your legal rights as a consumer.