

## Complaint Policy

Last Updated: February 3, 2026

We value our users and strive to provide a positive experience with [unnecessary.ai](https://unnecessary.ai) (the “Website”). We understand that concerns or complaints may arise from time to time, and we are committed to addressing such concerns and complaints promptly and effectively. This Complaint Policy outlines the process for users to file complaints regarding any issues encountered while using our platform. We will use reasonable efforts to acknowledge and review legitimate reported complaints, as determined by us in our discretion based on the information provided, within five (5) business days of receipt.

1. **Customer Support.** We will assist our users with any legitimate concerns or complaints. You may contact our support team if you come across any issues or have inquiries regarding our Website or Services.
2. **Submitting a Complaint.** You may file a complaint or report an issue by contacting our customer support team at [support@unnecessary.ai](mailto:support@unnecessary.ai).
3. **Information to Include in the Complaint.** When submitting a complaint, please provide the following details to help us investigate and address the issue:
  - your full name and e-mail;
  - Description of the complaint or issue, including relevant details such as the date and time of the incident; and
  - any supporting documentation or screenshots, if applicable.
4. **Acknowledgment of Complaint.** Upon receiving a complaint, our customer support team will use reasonable efforts to acknowledge our receipt of your complaint.
5. **Investigation and Resolution.** In our discretion, we will investigate each legitimate complaint to understand the nature of the issue. Depending on the complexity of the complaint, some cases may require additional time to conduct a comprehensive investigation.
6. **Feedback and Follow-Up.** Once the complaint has been addressed, you may receive feedback regarding the outcome of the investigation and any actions taken. We may also seek your feedback on the resolution process to continuously improve our Services.
7. **Additional Review.** If you are dissatisfied with the resolution provided, you may request further review. To request such additional review, you must timely notify the support team and provide clear and detailed reasons for your dissatisfaction with the proposed resolution. The support team may re-assess the complaint and reconsider the previous decision based upon your request.

8. **Disclaimer.** This Complaint Policy describes our internal procedures for handling complaints and does not create any additional contractual obligations or waive any rights or defenses available under applicable law or our Terms of Service.