

Complaint Handling at INFLOW SA

Contact us:

INFLOW SA ensures the transport and delivery of your shipments with the utmost care every day. If, despite the attention given by our services, you encounter any issue, you may submit a complaint via our contact form, by email, by phone, or by post to the following address:

INFLOW SA
Customer Complaints Department
P.O. Box 2380
L-1023 Luxembourg

Email: qualite@inflow.lu

Phone: +352 48 73 13 1

To enable us to process your request under the best possible conditions, we kindly ask you to provide all relevant information necessary for handling your complaint.

Our commitment:

We are committed to responding to your complaint as quickly as possible from the moment it is received.

If processing your case requires more time, an acknowledgment of receipt will be sent to confirm that your request has been properly considered.

Referral to mediation services:

If you are not satisfied with the response provided, you may, within one month, submit a request for mediation to the Luxembourg Institute of Regulation (ILR), either by post or electronically via their website: <https://www.ilr.lu/mediation/>

You may also file a complaint via the form provided by the CSSF, available online: <https://www.cssf.lu/fr/reclamations-clientele/>