

# Complaint handling

If a new wireless device does not comply with the [requirements](#) (e.g. it does not bear the CE marking or is not accompanied by a declaration of conformity), you can submit a complaint to EETT. Before submitting a complaint, you are advised to learn about the [requirements](#) that apply to wireless devices, but also the [responsibilities](#) of EETT in this sector.

The complaint must include a clear statement of the problem and the documents (e.g., photos and purchase receipts) to support it. For your convenience, you may fill out the [online complaint form](#).

Where infringements are found as a result of an inspection, all measures and relevant penalties provided for will be imposed.

## Important notes:

- EETT does not examine complaints which are either anonymous/unsigned or vague/manifestly unfounded.
- Complaints are assessed and taken into consideration within the framework of inspections carried out by EETT. In this context, complaints are classified and prioritized for investigation based on their importance.
- For an out-of-court resolution of individual disputes concerning contractual terms, you may refer to the [Hellenic Consumers' Ombudsman](#).
- To redress any damage (personal, material or non-material), you may refer the case to competent courts.