



Complaints Process

At Bright, we are committed to delivering excellent customer service across all of our teams. While we always aim to meet the highest standards, we recognise that there may be occasions where we fall short of your expectations.

If you would like to raise a complaint, you can contact us by emailing complaints@brightsg.com.

To help us investigate your complaint as efficiently as possible, please include the following details in your email:

- Customer Name
- Company Name
- Phone Number
- Product
- Detailed description of your complaint

What happens next?

Your complaint will be reviewed by the appropriate team. We aim to acknowledge and respond within 1-2 business days. The relevant team will review the information provided and contact you directly to discuss your concerns and work towards a resolution.

Resolving your complaint and maintaining a high level of customer satisfaction is important to us. We are committed to addressing your concerns as quickly and fairly as possible.