

Annual report on the **Internal Complaint-System Handling**

Period concerned by the report: 01/01/2025 - 31/12/2025



Introduction

DECATHLON MARKETPLACE has established this report on the functioning and effectiveness of its internal complaint-handling system, as per Article 11 (4) of Regulation (EU) 2019/1150 on promoting fairness and transparency for business users of online intermediation services ("P2B Regulation").

At DECATHLON, we have put in place an Internal Complaint-Handling System that consists of a knowledge base where the sellers can find support manuals designed to assist them for their use of the Marketplace, as well as a ticketing system where sellers can make inquiries or lodge complaints in relation with the Marketplace services.

That system is centralized for the following EU member states: Belgium, France, Netherlands, Germany, Italy, Portugal, Spain, Poland, Ireland, Hungary, Romania and Czech Republic. Consequently, all information herein concerns those 12 countries.

1) Total number of complaints lodged

→ In 2025, for those 12 countries, we have received 5,412 complaints from sellers. This represents 31.42% of the total amount of tickets received on our ticketing system.

2) Main types of complaints

→ Most of the complaints concerned one of the following matters (in descending order): products display, account setting/integration, billing, data and customer relations. While most complaints concerned product displays, these were primarily due to technical issues rather than Decathlon's content moderation decisions.

3) Average time period needed to process the complaints

→ The average time to give a very first answer to those complaints was 25.53 hours in 2025 (working and non-working hours). Still in 2025, the average time to fully process complaints - counted as from the time of the initial complaint until the final closing of the ticket concerned - was 449.48 hours (working and non-working hours).

4) Outcome of the complaints

→ Complaints are mostly based on technological issues, or on measures/behaviour of DECATHLON Marketplace. Therefore, the outcome of the complaints consist of the resolving of the issue concerned, or of the decision being upheld or reversed.

Outcome type	Percentage of the total complaints amount
Issue resolved	92,29%
Measure or behaviour upheld	4,36%
Measure or behaviour reversed	0,20%
Other	3,14%

Commitments

DECATHLON MARKETPLACE takes seriously its obligations under the EU Digital Regulations.

The year 2025 has enabled us to define key-learnings, so that we are currently working on adjustments of our processes, always seeking at more efficiency, transparency and fairness.