

From: Do not reply <donotreply@trustpilot.com>
To: "Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject: [thread::qSUck2OxcrqZ7LpivUfbJWA::]
Date: Mon, 08 Dec 2025 10:28:46 +0000

Hi,

Thanks for reaching out to us about our assessment of the review by Consumer.

We've looked into the review again with the information you provided.

The review stays online

We don't have enough information to indicate that it's not based on a genuine experience, and we've seen nothing suspicious about the review or the reviewer. Therefore, we've decided to keep the review online.

We understand this may not be the outcome you had hoped for, but we can only take the review offline if it goes against our [guidelines](#) for the reason you flagged. If you believe the review is against any other guidelines, you can [flag it for the relevant reason](#).

If you haven't already, we suggest [replying to the review](#) and sharing your side of the story.

Regarding your concern about the review posted by **kamy**, we will **reinvestigate that case separately**. A separate ticket has been created, and we will update you on the outcome as soon as the investigation is complete.

If you have any other questions, please let us know by replying to this email.

Thanks,

[Appeal our Decision](#)

Trustpilot

Email Headers (Raw)

[illegible]

X-Ms-Exchange-Organization-Expirationintervalreason	OriginalSubmit
X-Ms-Exchange-Organization-Network-Message-Id	91fe83e3-4939-419c-6a5a-08de36449274
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X-Ms-Exchange-Eopdirect	true
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X-Sid-Result	PASS
X-Ms-Exchange-Organization-Sci	1
X-Microsoft-Antispam	BCL:0;ARA:1444111002 9000799056 28070799003 9400799040 10300799035 9800799015 1680799066 47200799021 58200799018 461199028 3412199025 4302099013 440099028 30041999003 26104999006 1122599019 1380799030 1370799030 1360799030 1602099012;
X-Ms-Exchange-Crosstenant-Originalarrivaltime	08 Dec 2025 10:28:47.2253 (UTC)
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Keywords	Trustpilot
MIME-Version	1.0