

From: Do not reply <donotreply@trustpilot.com>
To: "Brodies@REDACTED.email" <Brodies@REDACTED.email>
Subject: [thread::d40k3XgmezqmZZJjnZgcGGA::]
Date: Thu, 19 Feb 2026 08:51:34 +0000

Case number: 01179644

Hi Anthony,

Thanks for getting in touch.

As an Escalation Specialist in Trustpilot's Content Integrity Team, I've now concluded the assessment of your appeal that you raised on 2026-02-12 for Harmful or Illegal - Defamation.

Outcome of the appeal

The decision to keep the review online has been confirmed. The review does not constitute defamation as it primarily reflects the reviewer's personal experience and subjective opinions regarding customer service and communication. While the language is critical and strongly worded, the statements relate to an alleged interaction with the business and do not contain verifiable criminal accusations or unlawful claims. The content appears to represent a customer's perspective on service quality rather than a false statement of fact intended to harm the business's reputation.

This completes the investigation of your case. While I appreciate that this may not be the outcome you had hoped for, the decision is final and in line with our guidelines. The case is now closed.

Best regards,

Email Headers (Raw)

[illegible]

X-MS-Exchange-Organization-MessageDirectionality	Incoming
X-MS-PublicTrafficType	Email
X-MS-TrafficTypeDiagnostic	AMS0EPF0000019E:EE_[SL2P216MB3047:EE_]PU4P216MB1568:EE_
X-MS-Exchange-Organization-AuthSource	AMS0EPF0000019E.eurprd05.prod.outlook.com
X-MS-Exchange-Organization-AuthAs	Anonymous
X-MS-UserLastLogonTime	2/19/2026 8:08:24 AM
X-MS-Office365-Filtering-Correlation-Id	4d9186cf-0c4e-4b32-3859-08de6f9415c1
X-MS-Exchange-EOPDirect	true
X-Sender-IP	16.16.13.218
X-SID-PRA	DONOTREPLY@TRUSTPILOT.COM
X-SID-Result	PASS
X-MS-Exchange-Organization-SCL	1
X-Microsoft-Antispam	BCL:0;ARA:1444111002 47200799024 9129299003 58200799021 28070799003 35120799006 9000799056 10300799038 9800799015 461199028 36140799009 30041999003 440099028 3412199025 26104999006 1122599022 1380799030 1370799030 1360799030;
X-MS-Exchange-CrossTenant-OriginalArrivalTime	19 Feb 2026 08:51:34.3221 (UTC)
X-MS-Exchange-CrossTenant-Network-Message-Id	4d9186cf-0c4e-4b32-3859-08de6f9415c1
X-MS-Exchange-CrossTenant-Id	84df9e7f-e9f6-40af-b435-aaaaaaaaaaaa
X-MS-Exchange-CrossTenant-AuthSource	AMS0EPF0000019E.eurprd05.prod.outlook.com
X-MS-Exchange-CrossTenant-AuthAs	Anonymous
X-MS-Exchange-CrossTenant-FromEntityHeader	Internet
X-MS-Exchange-CrossTenant-RMS-PersistedConsumerOrg	00000000-0000-0000-0000-000000000000
X-MS-Exchange-Transport-CrossTenantHeadersStamped	SL2P216MB3047
X-MS-Exchange-Transport-EndToEndLatency	00:00:03.0570031
X-MS-Exchange-Processed-By-BccFoldering	15.20.9632.007
X-Microsoft-Antispam-Mailbox-Delivery	wl:1;pcwl:1;ucf:1;jmr:0;ex:0;auth:1;dest:C;OFR:CustomRules;ENG:(5062000311)(920221119095)(90000117)(920221120095)(90011020)(91015020)(91040095)(9050020)(9060121)(9081003)(9100341)(944500132)(4810010)(4910033)(9930004)(9545005)(10172021)(9439006)(9310011)(9220031)(120001);
X-Message-Delivery	Vj0xLjE7dXM9MDtsPTA7YT0wO0Q9MTiHRD0xO1NDTD0tMQ==
X-Microsoft-Antispam-Message-Info	LVMnJAvLxNR/uuU2CCsFs7f5t2Y28t4KXPNzkb/iejgZDxsFSPIBCxyTPDTRV4mpbZ1TxT9k3p0UA0FkwwiKOtCMmUdTitKYoUBmXEiff5dXdt4vcngbWpmtfMiQVEbcOkDRYWi+MQBLb+Zdg28MaBAcHtE5SjeXnx7sx01eVL5wXM6GUW4DI/JZO2SXg79kXiTreh0Pxc64u5DiHxNj0h/BsrpRG0hE60PePDvgMq3HhoonoVkr9I9g97C5NGI2fbzeqGx+Aqgwue3dUxb0ejJmk3gr/SitsYbJ+MVuhknwwlSTmwDQKoMgEhNDWgnQn5zsGc4Qpj941RuwGZ9L+XmY9DIq6Qa18FzqYZP+Q5kcKO+WAMZLW5N0emddw8+Y5RvO+UuahI2rkiKruzXp77yHK/o9bXTxTiadOx1aNtwrORli+rpdiHh1bAneO0yK8rFV0Y0dQR4vQn8ny2GN0Md9G/hwPU0gAa9VLHxamxeX4Nwp4/13CmidZ7qdm3QiaqAxWD7h/tgAz3R9Dr3ZPnQ/K9Gt1BwASvK88Tk7Nne5Sq4Jh8KoVQtF3byte+267n664eIZIthwf4hWhhDXcZK/LN3zUiYTTvQjwDiDGg6Mx/JxTyAfYSITOUc3NdjX9dfbcldXmXZCg33ARsy096+VfdP3QGHlDtAAMj9EtfDhltZRWINW/2AwSw4Gd4KvBCM82ARduYFbta8FbS47gTgNmnGjpFB1sskjZfQc/QxuBna7i2hgm2UReflLQECnoJg1+yhYuVO6aQXKPi33Fu21wL+BtXoP+r9gQlqvuiRdxoVm0pDWokfRE6Xiv+vYCP/1Sil7/cmfdsSYXqhaEV/xu+U6pFwwfMM5NV8n041Vn9DxYmswL0jweTq69xBb+vVBDmNK7EAQtklLViqE7ZvgalF8lsZpK7/JLRpYwMZarl+pHxJFmfEhtGkPuE+Lund/SXlclMCWdw7/ODqorLnGSsL64f9wfrdrBWboh3T4sBWtALDjAZ7MvyKwxApezpw11Tar8qR6xDeu7nkNqSYfOQ9MdsG428XVWVptmNEaUyGyiHGvVw5w27sOG2co85VbGvTJfQvODCCk9Yt4H0FEcw3Y3qYGI+PSe6VPrH40oWiqUMKjxmKIIAUuCM7OjjfcLT+HACinloDsmQ+M5w/Dyk+BEggGi6dzUj8Way/JiBaxbNduW0aSCRQml2YsNXPVPD.JZw34bLOvFWH3W7f7ztDWd6dlalpzfNv7WDsr0fUBpE4kq0ktuK/EJnAideTiAR9KoER5Sdd5z5pwX1xxrHhKPUx+FGM4kcBKuhljMigqg/JY07SJ2rzNXpq2p3zYP5oyrZqe7u8m+UwRVEkbPE+57atbz0cTzv3OiPbKcZ5126CMGZeh2SihjoiLN4IwliMKS50sfVeLWumKqBWjTx5CyS6uwlF7q6Abk1bFGUhehXe4mmRV4p0S5GUTq1QQsbq9X4f4dDRwyjahLX2jqzO2kDmdide87LzYAOmlk/4HgFa/i6p0q6QYkcHdMHaeHLu48HZMdfDjKNGN3iQgY0QeITAhNuStqCs g4Xw5bvxBzRt3yg+b5O/A5PGzC1XJbpnG/BA2EhupogQ0RUt6/U7FdMLXOU719o2tBs+5iqIlyJe72715Vy0tNlrKe0+YuJzqmrMgXVNO3NiMR+i7Ijvclhl1E9afsgvTiPcNUY4jYwo8LGF3xSsz79/3kzLGNx/oB9uyTjGb46+3BW6YOToDLbcACOVbE/pJvVKIPVpOo7zH6lRQ2DyHXqVdtr/bpE9lZRdG++5xK/F4KEYGD+KKOWSNzxx7Z0rN6M8aGp qe/v0RaDI1koaf/fwLop4bly6YU+ejBV+8YVWuAofp1ctnLydxtqx9r8olx9R0mqM0Jy552ss/CXw0aw5GC55pxIECQGaiMeETaqwaliJ9tMgCGeEsg4Sx8C6LwtfT69N/D9fgdyiCe3Jq5nkioVBO4wkGIMjagvJHu5WlpolkIDKE42BPFxsAkZRrucJuE12F3pinzBWAf0+A5KZ5fhaXeX1jeOUJP+dxKW56KJs9zEothFWx4j3ULbahlezDkclTmvBp09giXPCaZXYdojYpfl/qePge65iQAYauUcOy7ea78ZM9BGR1iKpVO2pntiE+zu6FZF9F9r1+f6dhZzBxPOI8izKqvglcY7DGSJi4zMmpyR8QyE4yQD/prA+kWBqfXz9Q2eTOyhNRts0JUTSokWrfFujXek9wR8QCItEQqXOb880b9/J7OG1nf4+aGqZlAhHAAuPu8Cn1nJaTwTs4fX32eCREkw==
MIME-Version	1.0