

Digital Services Act

1- What is the Digital Services Act?

At Trendyol, we are committed to providing you with a safe and enjoyable online experience. The [Digital Services Act \(DSA\)](#) seamlessly aligns with our commitment to maintaining a positive digital space. This legislation establishes a comprehensive regulatory framework for digital services. It aims to modernize and harmonize rules governing online platforms and services within the EU. By promoting transparency and accountability obligations for online platforms, the DSA fosters a secure, predictable, and trustworthy online landscape.

2- Single Point of Contact

According to Article 11 of the Digital Services Act (DSA), the designated Single Point of Contact for Member States' authorities, the European Commission, and the European Board for Digital Services is accessible via the following [link](#). Communication may be conducted in English, German, and Dutch.

3- Information on average monthly active recipients on Trendyol

The average number of active users over the period of August 2024 to February 2025 is 27,422 million, which remains below the threshold for classification as a Very Large Online Platform (VLOP) under the Digital Services Act. For more details, please see the Transparency Report below.

4- Reporting Content Mechanism at Trendyol

Providing a safe and enjoyable online experience for you is our top priority. While we have measures in place to ensure a secure online environment, we also provide you with a reporting system that provides you the option to report any content you believe may violate our Terms of Use, other Trendyol policies, or applicable laws.

Whether you encounter infringing products, hate speech, nudity, or other harmful content, we offer two user-friendly reporting mechanisms:

Report a Product: Use this feature to report concerns about products offered for sale, such as trademark infringement, misleading descriptions, or safety concerns. Simply click the "*Report a legal concern*" button on the Product Detail Page to submit your report.

Report a Review: If you come across reviews you consider to be inappropriate on product pages, you can report them using the "*Report*" button. This helps us to address issues like harassment, spam, or bullying.

Please note that you can only report content found directly on the Trendyol online platform. This means you can't for example report emails, social media posts, or ads.

5- How Reporting a Product Works at Trendyol

As a User, you can report products based on various reasons. These include:

- Intellectual property concerns

- Inappropriate content concerns
- Item description concerns
- Item safety and compliance concerns
- Other concerns

If you use the “*Other Concerns*” option, you can also provide us with legal reasons that are not covered in the above list.

Please note that the report mechanism is established for legal concerns that could violate our Terms of Use, other Trendyol policies, or applicable laws in accordance with the Digital Services Act. If you have a concern about your orders, delivery, or returns, please reach out to our customer support team.

6- How Reporting a Review Works at Trendyol

As a User, you can report reviews based on various reasons. These include:

- Spam
- Fraud
- Hate Speech
- Harassment or Bullying
- Nudity or Sexual Content
- Child Abuse
- Misinformation
- Fake or Paid Content
- Privacy Violation
- Violence
- Suicide or Self-Harm
- Illegal political symbols or illegal organizations
- Unlawful Content
- Other

If you use the “*Other*” option, you can also provide us with legal reasons that are not covered in the above list.

Please note that the report mechanism is established for legal concerns that could violate our Terms of Use, other Trendyol policies, or applicable laws in accordance with the Digital Services Act. If you have a concern about your orders, delivery, or returns, please reach out to our customer support team.

7- What happens after I report a Product?

If you report a product:

When Trendyol has received a report, we will promptly send you a confirmation of receipt to the email address you provided in the report.

If you report a review:

When Trendyol has received a report containing your email address, we will promptly send you a confirmation of receipt, provided that you include your email address in the report.

Please note that by submitting the report (either about a product or a review), you express your sincere belief that you are submitting the report in good faith and that the information provided is accurate and complete.

8- How does Trendyol handle these reports?

When we receive a report from you, we'll review it promptly, thoroughly, and fairly. We'll inform you of our decision via the email address you have provided, including the reasons behind it, if any actions are taken, and whether automated processing or decision-making methods were involved. We'll also outline the legal remedies available to you.

If you're the creator of the reported content, we'll keep you informed about the report, our decision, and the reasons behind it, including details on any measures taken, legal remedies, and whether automated tools were utilized.

Obviously, if we determine that the report is justified, i.e. there is a violation of our Terms of Use, other Trendyol policies, or applicable laws, we'll take immediate action, such as removing a product.

9- What if you disagree with our decision?

We will inform you about our decision via email. In case you disagree with our decision you can use the link included in the email to submit your appeal. You can submit your appeal within 6 months after our decision.

When filing the appeal, please note that:

- If you reported the issue, you need to include your report number.
- If you're the affected person or seller, you need to provide your assigned case number.

Appeals are handled promptly, fairly, and without discrimination. If the appeal provides sufficient grounds for us to reverse our decision, we'll do so immediately. This could happen if:

- Our earlier decision was unfounded.
- Our previous decision, to which the appeal refers, was unfounded because the information is not illegal and/or does not violate the Terms of Use or other Trendyol policies.
- There is a sufficient reason to believe the measure taken was not justified.

After reviewing your appeal, we'll inform you about our decision and reasons, including alternative options for settling the appeal, such as applying for out-of-court dispute resolution with a certified out-of-court dispute resolution body under Article 21 of the DSA, and/or initiating legal proceedings under the applicable laws before the competent courts.

Our decisions on submitted appeals are made under the supervision of appropriately qualified employees and not exclusively by automated means, to ensure that complaints are handled carefully.

10- Legal Remedies:

In addition to our appealing system under Article 21 of the DSA, you have the opportunity to contact specific out-of-court settlement bodies that are certified by the Digital Service Coordinator (“DSC”) to help resolve this issue.

The European Commission maintains and updates a list of certified out-of-court dispute settlement bodies. You can find more details about these certified bodies by visiting the [European Commission’s website](#) .

Please note that decisions made by these out-of-court dispute resolution bodies are non-binding for both you and Trendyol.

Each certified body outlines its own set of rules and procedures for handling disputes. For more information about the process for filing a claim to an out-of-court dispute settlement body, please refer to the website of the certified body where you intend to submit a claim.

Should you decide to use such an out-of-court dispute settlement procedure, you may nevertheless initiate proceedings to challenge our decision before a court with applicable law at any time.

11- Transparency Report 2024 ([PDF](#))