

## **Complaint filing regulations - guidelines for customers**

1. Complaints shall be handled as standard within 1-2 working days, not later than within 14 days.
2. The Employer is obliged to check the goods for quantity and quality and performance in accordance with an order immediately after its acceptance or receipt.
3. Complaints should be filed within 5 working days in the manner provided for placing an order. In the case of large orders, this period may be extended at the request of the Employer, confirmed by the Contractor. After expiration of 5 days or a period individually agreed, complaints will not be handled.
4. After the acceptance of a complaint it is required to provide photos and description of failure or damage. The Contractor may demand the product to be returned in order to verify the complaint or make the repair. If the complaint proves to be unjustified, the Employer shall cover the costs of delivery
5. In the case of a damage to consignment, the Employer is obliged to make the damage protocol at the moment of its receipt - signed by the carrier. Lack of protocol deprives the possibility of handling the complaint.
6. Lack of any part of the delivered goods does not authorize to make a complaint regarding whole delivery.
7. If the complaint is accepted, the Contractor may lower the price or deliver goods free from failures.
8. Slight deviations from the colour pattern approved by the Employer are not subject to complaint. All colour-related complaints will be handled on the basis of colour patterns accepted by the Employer or a person authorized in writing and accepted by the Contractor for printing.
9. In the case of a complaint the Contractor bears liability up to the amount of the contract directly associated with the Employer. Compensation for lost profits, non-obtained benefits or any other forms of indirect damage will not be considered.
10. The risk of accidental product loss or damage passes to the Employer upon the release of product to the forwarder or carrier.
11. If the goods is delivered to the Employer, the Contractor shall not be liable for failure to meet the deadline for delivery of consignment and faulty goods, damage caused during transport, if it is an effect of circumstances attributable to carrier.
12. Deviations in the product dimension up to 1% are not subject to complaint.

## **Shipment complaints - guidelines for customers**

Due to occurrence of damages to our shipments and not always on-time delivery by courier service working with us, you are kindly requested to comply with the following guidelines when accepting the shipments:

1. Any external damage should be reported immediately upon the acceptance of shipment. The parcel should be accepted, opened together with the courier and state as follows:
  - a. if the content is intact - everything is all right in and does not require other activities
  - b. if any part of the content is damaged, write down the protocol while marking the damaged items therein (description, quantity) and taking pictures
  - c. if the entire cargo is damaged, write down the report and take pictures
2. If the external damage is so extensive that you categorically refuse to accept the shipment, please make sure that the courier fairly writes a "damage" in the box describing a reason for refusal and takes a photo.
3. In case of a consignment, which looks intact from the outside, and only after unpacking, the content turns out to be damaged - this does not prevent filing a complaint. In such situation, please call the company which had delivered the consignment and present the problem occurred within 5 working days, and as in the above instances - make pictures.
4. Delayed delivery of shipment - if you have a confirmed date of delivery, and a shipment did not arrive on time - please report this information to us.
5. In the case of delay in delivery of shipment attributable to the carrier, the complaint does not include delivery to a different address than the original address.

Each of the above situations should be handled very seriously - failure to adhere to guidelines prevents us from clarifying the situation with courier service and thus will result in automatic rejection of complaint.