

COMPLAINTS PROCEDURE

In order to increase the quality of complaints, we remind you of the applicable rules.

Below activities are aimed to avoiding misunderstandings when submitting them and shortening their examination time. If you have any questions, do not hesitate to contact our Customers Service.

Complaints procedure:

1. Our faulty products can be claim 2 years after purchase.

2. To make a claim, please fill Complaints Form from our website: skleplemigo.pl

Remember to write:

- date of purchase
- name and identity number of product
- describe what happend

3. To Complaint form please add invoice. **Without confirmation of your purchase (proof of buying) the complaint will not be considered and the goods will be sent back at the expense of the customer.**

4. Quality of products must be check after opening the box.If it's faulty, please provide:

- „KJ” number
- products packed in polybags must be send insiide polybag
- if products is connected by T paddle tag – please do not destroy it.

5. Producted already used by Client must be provide **clean** and with invoice.

Possible contamination or changes in appearance may result only from natural wear or defect. Otherwise, the complaint will be rejected (according to the Law)

6. Product must be send at the customer's expense.

7. The time of consideration is 14 business days from the date of registration of the complaint to the date of providing information to the Customer about its acceptance or rejection.

8. After acceptance goods will be send of Producer expense.

