

Regulations for filing complaints - guidelines for customers

- 1.** Complaints are considered, as a standard, within 1-2 working days, but no later than 14 days.
- 2.** The Customer is obliged to check the goods in terms of quantity and quality and performance in accordance with the order immediately after its receipt or receipt.
- 3.** Complaints must be submitted within 5 working days in the form prescribed for the submission of orders. In the case of large orders, this period may be extended at the request of the Principal, confirmed by the Contractor. After the expiration of 5 days or a period determined individually, for the order, complaints will not be considered.
- 4.** To accept the complaint, it is necessary to provide photos and a description of the defect or damage. The Contractor may request to return the goods for verification of the complaint or repair. If the claim proves to be unfounded, the cost of delivery shall be borne by the Customer
- 5.** In the case of receipt of a damaged shipment, the Customer shall, upon receipt of the shipment, draw up a damage report signed by the carrier. Lack of the protocol deprives the possibility of taking into account the complaint.
- 6.** Lack of any part of the delivered goods does not entitle to claim the entire delivery.
- 7.** The Contractor, in the case of recognition of the complaint, may reduce the price or deliver goods free from defects.
- 8.** the complaint is not subject to minor deviations from the color pattern approved by the Customer. All color complaints shall be considered on the basis of color patterns approved in writing by the Principal or a person authorized by him and accepted by the Contractor for printing.
- 9.** In the event of a complaint, the Contractor shall be liable for the amount of the contract directly related to the Principal. No compensation shall be provided for lost profits, unearned benefits, or any other form of indirect damage.
- 10.** The risk of accidental loss of or damage to the goods shall pass to the Principal upon delivery of the goods to the forwarder or carrier.
- 11.** In the case of delivery of goods to the Principal, the Contractor shall not be liable for failure to meet the deadline for delivery of the consignment, and defective, damage to the goods caused during transport, if it is the consequence of circumstances attributable to the carrier.
- 12.** Claims are not subject to deviations in product dimensions up to 1%.