

Complaint procedure

In order to make the Complaint procedure easier, we kindly ask you to follow the procedure rules while collecting goods from Eurosystem Polska Sp. z o.o. Sp.K, and delivered by the forwarders:

1. Acceptance of the delivery:

- Verifying the quantity with those on the packing list – number of pallets, boxes and other collective packaging.
- Checking the pallets visually to notice any damages (damaged stretch foil, packaging, lack of protection tape: Eurovent, your brand or transparent – the list of Eurovent Polska packing standards is available on our website www.eurovent.pl).

If any of the above is noticed, the Purchaser is obliged to file a complaint based on the following documents:

- A note on the packing list or CMR along with the driver's signature.
- Complaint Form available on website www.eurovent.pl.
- Pictures.

2. The Customer Service Department is obliged to provide information on the complaint status within 14 days.
3. Complaints should be reported by email at biuro@eurosystempolska.pl or to your Export Manager.
4. If the above procedures are not followed, the incompatibility will be treated as independent of Eurosystem Polska Sp. z o.o. Sp.K. The company does not bear responsibilities.

Customer Service – biuro@eurosystempolska.pl, tel. +48 77 427 13 60

GTC available at: www.eurovent.de