

Procedure for accepting complaints and the rules for their consideration in Foliarex Sp. z o.o. company

1. Complaint claims may relate to:
 - non-compliance of the product with the order,
 - occurrence of manufacturing defects,
 - quantitative discrepancies in collective packaging - the number of products on pallets or rolls,
 - legal defects, e.g. lack of documents authorizing entities to place the product on the market.
2. The basis for considering quality and legal complaints is the purchase document or its number, the label of the claimed product, application on the original complaint form with a detailed description of the alleged defect and, if possible, documents (sample, photographic documentation, etc.). The above documents should be sent to the following e-mail address: reklamacje@foliarex.com.pl
3. Complaint form is available on the website of Foliarex Sp. z o. o. at www.foliarex.com.pl
4. If any irregularities are detected during the processing of the product, immediately stop the process, stop the product and inform the manufacturer or distributor from whom the goods were purchased.
5. In the case of processing or assembly of products with detected irregularities, complaints will not be considered.
6. Quality complaints should be submitted within 7 days from the date of detecting irregularities.

7. Complaint verification process begins when all necessary information is received, i.e. a properly completed complaint form, product label, samples, photographic documentation, scan of the construction log and other documents indicated by the complaint specialist.
8. In the case of waiting for the necessary information and materials - the process of considering the complaint is extended accordingly.
9. If it is not possible to verify the claim on the basis of photographic documentation, after making arrangements with a complaint specialist, a sample or a roll of the claimed product should be sent to the company's headquarters.
10. Foliarex Sp. z o. o. in Słubice has the right to collect claimed product as part of the notification after prior arrangements with the party lodging the complaint.
11. Quantity complaint is considered on the basis of the delivery note or WZ - material release receipt document.
12. Quantitative and legal complaints should be submitted within 7 days from the date of detecting irregularities, but not later than three months from the date of receipt of the ordered goods. After this period, complaints will not be considered.
13. Raising a complaint does not entitle to withhold payment for the ordered goods.
14. Complaint claims will not be accepted if incorrect storage or use of the delivery item is found.
15. Complaint process ends with issuing a decision on the application, and then correcting the invoice.
16. If the complaint is accepted and a price discount is granted - the complaint process ends with issuing a price correction invoice.

17. In the case of receipt of the claimed product for verification in the factory laboratory and acceptance of the complaint - the complaint process ends with issuing a quantitative correction of the invoice. It is not possible to exchange the product for a full-fledged one as part of a complaint.
18. In any case, claims for damages and other claims for damages are limited to the value of the claimed quantity of the given delivery.
19. Foliarex Sp. z o. o. in Słubice is not liable for any loss of profits, indirect damages, consequential damages and damages resulting from production stop.