

INSTRUCTION FOR FILING THE COMPLAINTS

I. To file a complaint you should fill the complaint form and send it via e-mail, fax or mail to Dobroplast company. In addition to complaint form you should enclose sales invoice for the window joinery issued for the end customer.

If the reason for complaint is incompleteness of the goods (deficiencies in delivery), the complaint must be accompanied with a scan of Delivery Note (WZ) with a description of the given deficiency and confirmed with the signature of the driver

Apparent defects shall be reported on the day of delivery and not later than three (3) days from the date of product receipt.

II. Complaint form shall be precisely filled. Complaints filed without the form, sales invoice or incorrectly filled shall not be registered and considered.

III. Description of the complaint form.

1) Details of the person filing the complaint:

Dealer filing a complaint shall be obliged to provide basic data, which are necessary for further complaint proceedings. It is required to provide the name of the company, contractor number and order number for which the complaint is filed and invoice number and date of product purchase from Dobroplast

2) Data of user of defective product:

The dealer shall be obliged to provide data of the person using the given joinery

3) I file the complaint about the purchased product:

Describe defective product, its name, dimensions, system and colour

4) The subject of complaint:

Describe reason for complaint, provide date and circumstances when the defects were notified and describe the defect precisely.

In addition, you should sketch the defective window and mark position of the defect.

5) Window installation carried out by:

Mark with a cross (x) who had carried out the installation of defective joinery. Whether it has been carried out by our Dealer or the end customer carried out the installation on his own purchasing only the joinery.

IV. You should enclose photos, presenting defective joinery, made from 2 m distance.

In case of a complaint about cracked insulating glass units please send photo report/documentation of insulating glass unit without glazing bead, ensuring that edge of insulating glass unit in crack location is visible.

IF THE COMPLAINT ABOUT UNSEALED INSULATING GLASS UNITS IS ACCEPTED THE DEALER SHALL BE OBLIGED TO RETURN THE INSULATING GLASS UNITS WITHIN TWO (2) MONTHS FROM A DATE OF DELIVERY.

V. The complaint shall include a description of all defects of the joinery, which are subject to a complaint; in case of service technician's travel only defects reported on a complaint sent shall be removed.

VI. During visual inspection and verification of defects of insulating glass units, you should follow the assessment criteria for defects of insulating glass units, which are available on our website and the Warranty Card and Dealer Agreement.

VII. Goods inconsistent with the order or defective products shall not be installed.

VIII. In case of an insubstantial complaint, the claimant shall incur costs of the service.

IX. Defective components, which were replaced due to defects, shall be sent back to the factory for verification of justness of the complaint. If the components are not sent back the dealer shall incur the costs of the given component.

FEEDBACK CONCERNING THE COMPLAINT STATUS AND METHOD OF COMPLAINT PROCESSING SHALL BE SENT VIA E-MAIL WITHIN TWO (2) DAYS FROM A DATE OF REGISTRATION.