

BRITOP
LIGHTING

INSTRUCTION ON COMPLAINTS

BRITOP Lighting Sp. z o.o.

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In order to ensure that our cooperation with you is successful and the BRITOP Lighting products are fully satisfactory, we send you these Instruction on complaints to follow when filing a complaint.

The Instruction provides for the following cases:

1. Qualitative complaints

- 1a. A product is out of order or its integral part is out of order
- 1b. A product or its part is damaged inside the box
- 1c. Another product was delivered instead of an ordered product

2. Price-related complaints

- 2a. An error on the invoice, incorrect discount is calculated
- 2b. Wrong maturity date
- 2C. Incorrect buyer's/customer's data

3. Logistic complaints

- 3a. Less/more products delivered
- 3b. Visible damages to the packaging
- 3c. One parcel out of several ones was delivered

In order not to expose you to unnecessary costs, we would like to ask you to familiarise with the procedures concerning the individual types of complaints.

Qualitative complaints

Complaints concerning faults, damages or inconsistencies of delivered products purchased in BRITOP Lighting shall be each time filed at the e-mail: reklamacje@britop.pl, by fax: 77 4053095 or by post to the Seller's address - BRITOP Lighting. A valid Complaint Form is available at: www.britop.pl. Please, attach a copy of the invoice issued by BRITOP Lighting to the Complaint Form.



COMPLAINT FORM

Type of complaint (insert: logistic or quality)	
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Date of complaint reporting	
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Sale document number issued by BRITOP Lighting	
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Reported products	Product name	Product index	Complained quantity

Detailed description of the problem, date of fault occurrence

Data of the reporting person		
Name of company	Address, NIP (TAX ID)	Reporting person
		Full Name
		Phone number
		e-mail

Signature of the reporting person

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The Complaint Form should include the following: a detailed description of the problem and the quantity of complained products, whether the fault occurs in specific circumstances or all the time.

In case of qualitative complaint, we always ask to send photos documenting the reported problem. If you received other products than the ones ordered, please, state which products are these. Then, the photos will also prove helpful.

BRITOP Lighting will make a thorough assessment of the fault in the product within 14 days, in order to determine the reasons underlying the damage or a failure covered by the complaint. Damages caused by the Customer (e.g. as a result of incorrect connection of LED holders) are not subject to guarantee replacements. Only products which were damaged due to reasons falling outside the Customer's scope of responsibility (manufacturing defects) may be replaced on the basis of the guarantee. Please do not send the complained goods back if they were damaged by the user.

Price-related complaints

Complaints concerning prices, incorrectly calculated discounts stated on sales invoice, missing sales documents or incorrect maturity dates should be each time reported to the Customer Service Centre at the following e-mail: zamowienia@britop.pl within 48 hours since the receipt of a sales invoice. When filing a complaint, please, present a detailed description of the reason underlying the complaint, list the incorrect items on the invoice and state a full name of the representative with whom the arrangements have been made.

Logistic complaints

Incompliance between the delivery and the order shall be reported by the Customer to BRITOP Lighting in writing, by e-mail to the following address: reklamacje@britop.pl, however, not later than within 2 working days, counted since the delivery date to the Customer's seat, or to the previously stated delivery destination.

Failure to meet the said deadline will result in losing all the rights to file claims in this respect the on part of the Customer and may serve as a basis to reject the complaint.

Photos showing visible damages of the collective packaging and a complaint protocol issued by a courier service delivering the goods, signed by the courier, shall be enclosed to the Complaint Form. For that reason, we would like to ask you to open all parcels in the presence of a courier, who delivers that goods.

Summary

A response to the complaint will include the terms of delivery/return/replacement of the faulty goods to BRITOP Lighting.

All complaints will be considered within 14 working days. counting since the day, on which the Seller has received the Complaint Form.

A response to the Complaint shall be sent to the Customer's e-mail address or another address stated by the Customer. If the Seller does not take any position concerning the complaint filed by the Customer within 14 working days. counting since the day, on which the Seller has received the Complaint Form, it shall be deemed that the Seller found the Complaint justified.

A Customer's complaint may only be considered if a sales receipt is enclosed to the complained goods.

The Seller will not accept any parcels sent cash on delivery.

Yours sincerely,

Customer Service Centre
BRITOP Lighting