

COMPLAINT HANDLING POLICY - CUSTOMER GUIDELINES

1. **Complaint Processing Timeline:** Complaints will be addressed within 1-3 business days as a standard procedure, but no later than within 14 days.
2. **Goods Inspection:** Upon receipt, the Client is required to inspect the goods for quantity, quality, and compliance with the order immediately.
3. **Complaint Submission:** Complaints must be submitted within 4 business days from the date of receipt. For large orders, this period may be extended upon the Client's request and subsequent confirmation by the Contractor.
4. **Complaint Acceptance Criteria:** To accept a complaint, the Client must return the Product to the Contractor at their own expense within 10 business days from the date of complaint submission, accompanied by photographs of the claimed Product. The Contractor may agree to accept only photographs if they determine that the physical return of the Product is unnecessary for resolution. Any incomplete complaint reports must be supplemented with missing information within 10 days of notification by the Contractor, failing which the complaint will be deemed unresolved and rejected.
5. **Reimbursement for Valid Complaints:** If a complaint is justified, the Client may seek reimbursement for delivery costs.
6. **Return Shipment Handling:** Return shipments of claimed products will be processed only through standard shipping procedures.
7. **Damaged Shipment Protocol:** In cases of receiving a damaged shipment, the Client is required to prepare a damage protocol in the presence of the carrier at the time of receipt. Failure to provide this protocol will invalidate the complaint.
8. **Partial Delivery Issues:** The absence of any part of the delivered goods does not entitle the Client to lodge a complaint about the entire delivery.
9. **Remedies for Valid Complaints:** For validated complaints, the Contractor may either reduce the price or provide a defect-free replacement.
10. **Color Deviation Complaints:** Minor deviations from the Client-approved color pattern are not subject to complaints. Complaints regarding color will be evaluated based on color samples accepted in writing by the Client or an authorized representative and approved by the Contractor for printing purposes.
11. **Limitation of Liability:** In the event of a complaint, the Contractor's liability towards the Client is limited to the amount specified in the directly related contract. Compensation for lost profits, unrealized profits, or any form of indirect damage is not provided.
12. **Risk Transfer:** The risk of accidental loss or damage to goods passes to the Client upon delivery to the freight forwarder or carrier.
13. **Delivery Liability:** The Contractor is not liable for failure to meet delivery deadlines or for shortages or damages to the goods occurring during transport, provided such occurrences are attributable to the carrier.
14. **Dimensional Deviations:** Product dimension deviations up to 1% are not subject to complaints.