

Complaint Handling Policy - Guidelines for Customers

1. Complaints will be processed within 1-2 business days as a standard practice, but no later than within 14 days.
2. The Client is obligated to inspect the goods regarding quantity, quality, and compliance with the order immediately upon receipt or delivery.
3. Complaints must be submitted within 3 business days from the date of receipt, using the designated method for submitting orders. In the case of large orders, this period may be extended upon the Client's request, confirmed by the Contractor. After 3 days or the individually agreed-upon period, complaints will not be considered.
4. To accept a complaint, the Client must return the Product to the Contractor at their own expense within 7 business days from the date of complaint submission, along with photographs of the claimed Product. The Contractor may agree to accept only photographs illustrating the complaint if they deem the Product's physical return unnecessary for the resolution. Failure to complete and supplement any missing information in the complaint report within 7 days from notification by the Contractor will result in the complaint being left unresolved and treated as rejected. This procedure does not apply to consumer Clients.
5. If a complaint is deemed justified, the Client may seek reimbursement of delivery costs.
6. Return shipment of the claimed products will be processed only in the standard mode.
7. In case of receiving a damaged shipment, the Client is obliged to prepare a damage protocol in the presence of the carrier upon receipt. Failure to provide a protocol will render the complaint invalid.
8. The absence of any part of the delivered goods does not entitle the Client to complain about the entire delivery.
9. In the event of an acknowledged complaint, the Contractor may reduce the price or provide a defect-free replacement.
10. Slight deviations from the approved color pattern by the Client are not subject to complaints. All color-related complaints will be considered based on color pattern samples accepted in writing by the Client or a person authorized by the Client and approved by the Contractor for printing purposes.

11. In the case of a complaint, the liability of the Contractor towards the Client is limited to the amount specified in the directly related contract. No compensation is provided for lost profits, unrealized profits, or any other form of indirect damage.
12. The risk of accidental loss or damage to the goods passes to the Client upon delivery to the freight forwarder or carrier.
13. In the case of goods delivery to the Client, the Contractor is not liable for failure to meet the delivery deadline or for shortages or damages to the goods that occur during transport, provided such occurrences are attributable to the carrier.
14. Deviations in product dimensions up to 1% are not subject to complaints.

Guidelines for Complaints Regarding Shipments

In light of the occurrence of damages to our shipments and occasional delays in their timely delivery by our cooperating courier companies, we kindly request your compliance with the following guidelines upon receiving a shipment:

1. Please report any external damages immediately upon receiving the shipment. The package should be accepted and opened in the presence of the courier, and the following actions should be taken:
 - If the contents are undamaged, everything is in order and no further action is required.
 - If any part of the contents is damaged, please create a protocol, indicating the damaged items (description, quantity), and take photographs.
 - If the entire shipment is damaged, please create a protocol and take photographs.
2. In cases where the external damage is severe enough that you categorically refuse to accept the shipment, please ensure that the courier accurately notes "damage" as the reason for refusal and take photographs.
3. If a shipment appears intact from the outside but is found to be damaged upon unpacking, this does not preclude filing a complaint. In such a situation, please contact the company that delivered the shipment within 5 business days and

report the issue, accompanied by photographic evidence, as in the cases mentioned above.

4. Late delivery of shipments: If you have a confirmed delivery deadline, and the shipment does not arrive on time, please inform us of the situation.
5. In the event of non-delivery within the agreed timeframe due to the fault of the carrier, the complaint will not consider delivery to an alternative address other than the original one.

Please treat each of the above situations seriously, as failure to comply with these guidelines prevents us from clarifying the situation with the courier company and may result in automatic rejection of the complaint.