



INSTRUCTIONS FOR FILING A COMPLAINT

- 1) In order to file a complaint, it is necessary to fill in the complaint form in an active PDF document. The complaint form should be downloaded from the website: <https://malow.com.pl/en/strefa-klienta/obsługa-serwisowa>. In order to facilitate the process, we propose to save the form on the disk of your computer along with entering data to point. I Reporter's data.
- 2) In point II. Data regarding the product being claimed, enter the invoice data:
 - invoice number,
 - customer order number,
 - the name of the product,
 - colours of painting.In addition to the invoice data, you must also provide:
 - number of items of claimed products,
 - factory number in case of products with electrical equipment (label on the back wall) and certified (data from the nameplate),
 - product control number (sticker on the back wall or in case of products in the packaging, the stamp on the production label).
- 3) In point III Description of the problem, describe in detail the problem and enclose in an e-mail attachment the documentation as photos, films, own measurements, etc. Photos should present: the whole product and problem areas. In addition, you should suggest a way to resolve the complaint, e.g. exchange, repair, price discount, return.
- 4) In order to process a complaint, it is necessary to confirm the reading of the information regarding the processing of personal data. To confirm, enter "x" in the empty field.
- 5) In case of transport damage, additionally attach:
 - a completed Shipping damage report form from the website: <https://malow.com.pl/en/strefa-klienta/obsługa-serwisowa>.
 - scan of the CMR document together with the information of damage written on and with the recipient's legible signature.
- 6) The completed form together with the necessary attachments should be sent via e-mail to the export sales specialist handling your order.