

Information on complaint submission

Useful information on processing complaint claims

GENERAL INFORMATION



- Please do not return the complained product without prior notification.
- In all cases, the responsibility for the transport of the goods rests with the transport company, in accordance with the transport and other applicable laws.
- In any case, your claim must be recorded in writing on the transport document(s) (CMR, delivery note). If you do not indicate on the transport document your claim arising from the transport, you acknowledge that the transport was free of problems and that you received the goods undamaged and in the correct quantity. In this case, we are not able to accept any claims arising from delivery and relating to quantity after the delivery has been completed.
- In any case, we are able to accept the complaint only in writing and supported by the necessary documents, irrespective of the method of delivery. To do this, please follow the steps given under „TO DO’S DURING PRODUCT RECEPTION”.

TO DO’S DURING PRODUCT RECEPTION



If the packaging and/or the product is damaged OR the product itself or its quantity is different from the ordered quantity:



- In all cases, inspect the product in detail, looking for damage, quantity discrepancies, visible quality discrepancies.
- If you find a problem, please note it on the CMR or delivery note.
- Always sign the note on the transport document.
- Take photographs of any problems encountered.
- Fill in the „Complaint form” and send it online on the website or by e-mail, together with the necessary documentation, to your contact person or to the central e-mail address of qsd2 Kft.: service.qsd2@gmail.com, within 7 days of the receipt of the product.

LIST OF REQUIRED DOCUMENTS



- Completed Complaint Form*
- Legible copy of the CMR / Delivery note*
- Photos*
- Other documents or evidence supporting your claim**

* Required
** Suggested