GUIDELINES FOR COMPLAINTS REGARDING SHIPMENTS

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OUR QUALITY. YOUR CONFIDENCE

In light of potential damages and occasional delays in shipments delivered by our partnered courier companies, we kindly request your adherence to the following guidelines upon receiving a shipment:

1. REPORTING EXTERNAL DAMAGES:

- Upon receipt, immediately inspect the shipment for any external damage. The package should be opened in the presence of the courier.
- If the contents are undamaged, no further action is required.
- If any part of the contents is damaged, create a protocol detailing the damaged items (including descriptions and quantities) and take photographs.
- If the entire shipment is damaged, create a protocol and take photographs.

2. SEVERE EXTERNAL DAMAGE:

- If the external damage is severe enough to warrant refusal of the shipment, ensure that the courier accurately notes "damage" as the reason for refusal and take photographs.

3. HIDDEN DAMAGES:

- If a shipment appears intact from the outside but is found to be damaged upon unpacking, this does not preclude filing a complaint. Contact the delivery company within 5 business days, providing a detailed report and photographic evidence of the damage.

4. LATE DELIVERY:

- If you have a confirmed delivery deadline and the shipment does not arrive on time, please inform us of the situation promptly.

5. NON-DELIVERY ISSUES:

- If a shipment is not delivered within the agreed timeframe due to the carrier's fault, note that complaints regarding delivery to an alternative address other than the original one will not be considered.

Please take these guidelines seriously. Failure to comply may hinder our ability to address the issue with the courier.