

Železniki, 11/8/2025

INFORMATION ABOUT UNJUSTIFIED COMPLAINTS

Dear Business Partner,

This is to inform you about changes in the handling of all complaints, returns and appeals.

In the event of an unjustified complaint, the customer submitting the complaint will be issued an invoice to cover the costs incurred in the procedure.

The costs of unjustified complaints include particularly but not exclusively:

- actual transport costs;
- actual time spent and recorded;
- costs of materials per price list;
- a flat rate of EUR 100 to cover administrative costs.

The complete complaint resolution procedure is supported by the ERP system which provides a precise overview of activities occurring during the procedure of each individual complaint (use of time and possible additional material, other costs incurred, etc.).

Unjustified complaints include particularly but not exclusively:

- damage to products (covers, housings, brushes, shafts, stacks, etc.);
- returns outside the warranty period;
- handling of products contrary to the instructions.

In the event of a collective return, when the customer returns several items and we assume part of the responsibility for defects, which means that the complaint is partially justified, transport, time and administrative costs are charged in proportion to the share of items subject to unjustified complaint, whereas the costs of materials and items subject to unjustified complaints are charged at the actual value according to the current price list.

Regarding the reimbursement of costs please contact your partners in our sales department.

Best regards,

Jaka Kavčič, Director of Sales



Tadeja Bergant, Directorin of Quality

