

Complaint handling instructions

1. In the event of a defect, please isolate the goods so that it is not authorized for production and protect it against damage.
2. Please check if other goods from the same production batch have a similar defect. If so, please include them in the complaint procedure.
3. Please send photographic documentation along with the completed complaint form to the following address: reklamacje@alupro.com.pl
4. You will receive confirmation of the complaint submission within 2 business days.
5. The further course of the complaint procedure will be determined individually with the client.
6. In the event of a decision to collect the goods by the supplier, we will issue you a "return card" which should be placed on the parcel in a visible place.
7. The goods should be secured so that they do not get damaged during transport. Incomplete cardboard packaging should be filled with paper or foil and sealed in a manner analogous to the condition in which they were delivered to you. Containers should be tightly foiled and fastened with plastic tape in several places with cardboard underneath and closed with cardboard lids at the ends.

Additional information:

- During the entire complaint procedure, the goods should be treated as wholesome.
- Labels with the product name and batch number must remain legible and should not be broken or curtailed.
- Alu-Pro Polska Sp. z o.o. undertakes to process the complaint as soon as possible, within a maximum of 14 days from the date of acknowledgment of receipt.
The Seller reserves the right to extend the deadline for considering the complaint if it depends on the research unit.
- The manner and date of possible settlement of the complaint will be agreed individually with the customer.
- Alu-Pro Polska Sp. z o. o. does not provide for accepting returns of goods that do not come from a complaint or do not have the one mentioned in point 6 "return cards".
- If the above actions are not fulfilled by you, Alu-Pro Polska Sp. z o. o. reserves the right to reject a complaint.

If you have questions or concerns, please contact:

E-mail: reklamacje@alupro.com.pl