

## INFORMATION ABOUT COMPLAINTS PROCESSING

### Damaged or missing delivery

Despite the fact that we handle our products with the utmost care in the packaging and ready for shipment, damage may result from improper handling, delivery and shipping. Please note the following VERY IMPORTANT information to ensure the smooth handling of any claim / complaint for damaged or missing goods.

#### COMPLAINT OF DAMAGED PACKAGE OR MISSING GOODS

##### CHECK THE PACKAGE DIRECTLY AT TAKE OVER

The package / shipment has to be checked in detail immediately – BEFORE – takeover. Check for damage and defects.

1

##### NOTE / COMMENT

All externally visible defects / damages must be noted on the delivery note or on the acceptance of the official delivery notes! If there is no delivery note, this note must be noted on the handheld scanner of the carrier. In addition to the note of the errors, the license plate number of the driver's / carrier's vehicle must also be noted. IMPORTANT: All damage must be confirmed in writing by the carrier / driver. Without this written confirmation we can not handle any complaints.

2

##### PROOF OF DAMAGED PACKAGING

THE DAMAGED GOODS MUST BE PHOTOGRAPHED IN THEIR ORIGINAL DELIVERED CONDITION. WITHOUT IMAGE PROOF OF THE DAMAGE COMPLAINTS CAN NOT BE HANDLED!

3

##### EXAMINATION OF GOODS

IF DAMAGE IS FOUND ON THE PACKAGING OF THE GOODS, THESE SHOULD BE INSPECTED IMMEDIATELY.

4

##### CERTIFICATION / CONFIRMATION OF DAMAGED GOODS

If defects in the goods are found, they must also be documented with images (proof).

5

##### REPORT / NOTE

Damage and defects to the packaging and goods must be reported in writing to Hacona Kft. within 2 working days latest! Documented with photographic material.

6

**NOTE:** We can only process complaints if all the documents – as listed above – are available.

## COMPLAINT OF DAMAGED DELIVERY OR MISSING GOODS

### CHECK THE DELIVERY AT TAKEOVER

The shipment has to be checked in detail immediately – BEFORE – takeover. Check for damage and defects.

1

### NOTE / COMMENT

All externally visible defects / damages must be noted on the delivery note or on acceptance of the official delivery notes! In addition to the note of the errors, the license plate number of the driver's vehicle must also be noted. IMPORTANT: All damage must be confirmed in writing by the driver. Without this written confirmation we can not process any complaints.

2

### PROOF OF DAMAGED PACKAGING

The damaged goods must be photographed in their original delivered condition. Without image proof of the damage complaints can not be processed!

3

### REPORT / NOTE

Damage and defects to the packaging and goods must be reported in writing to Hacona Kft. within 2 working days latest! Documented with photographic material.

4

**NOTE:** We can only process complaints if all the documents – as listed above – are available.

## GENERAL INFORMATION

If you do not report the defect or damage at the time of receipt of the goods, there is no further possibility for claim. If you do not notify Hacona Kft. in writing within 2 business days, we can not accept the complaint and processed after the deadline.