

Koło, 18.03.2025


Dear Customer,


Qualitative and quantitative complaints submitted electronically, in writing or by phone are accepted by an employee of the Customer Service Office.

**Contact:**

e-mail: [inquiries@andre.com.pl](mailto:inquiries@andre.com.pl)

tel.: +48 63 / 26 26 301 - (EN) 

tel.: +48 63 / 26 26 316 - (UKR) 

tel.: +48 63 / 26 26 360 - (DE) 

When submitting a complaint, full information must be provided, in particular:

- marking and characteristics of the goods under the complaint,
- lot number, identification data placed on the product and/or packaging,
- date of delivery and - if possible - invoice number,
- the quantity of product under the complaint,
- description of the problem, including:
  - application - grinding/cutting,
  - workpiece material,
  - type of workpiece being machined,
  - the manufacturer/model of the cutting/grinding machine,
- description of the claims,
- other materials documenting the damage, e.g. photos, videos, etc.

The customer is obliged to an appropriate damage protocol when irregularities in delivery are detected, i.e. damage to the products during transport or their absence in the shipment:

- directly upon receipt of shipment
- or in the case of a latent defect up to 7 calendar days from the date of delivery.

Particular attention should be paid to the content of the above-mentioned protocol filled out by the carrier with the actual condition of the shipment. If the courier does not want to document externally visible damage, the shipment should be refused. The damage protocol should be attached to the complaint.

Head of Quality Assurance Department

  
Magdalena Jakubowska

