

## Complaint procedures

If you wish to complain about goods received from NORLUND, we need the following information from you in order to process your complaint correctly.

- Account name
- Order number / requisition number of the delivery
- Complete item description (dimension, length, quantity)
- Norlund parcel number
- Reason for complaint
- Images to substantiate the claim

We also refer to our standard terms of sale and delivery.

If we consider your complaint to be justified, we will endeavour to rectify the error as soon as possible, either in the form of replacement of the goods complained about or in the form of a credit.

All complaints are handled according to our internal complaint procedures, which ensure follow-up with the respective departments from which the complaint originated. In this way, we can continuously improve our internal quality control and thus eliminate sources of error in future deliveries.

