

COMPLAINT PROCEDURE

1. Applicant is required to notify the PXF LIGHTING sp. z o.o. about the product defect within 7 days from the date of detecting it by e-mail: complaints@pxf.pl
2. A complaint should be sent on the application form (available on www.pxf.pl) with following information:
 - the date of the application;
 - the purchase date of the goods and the invoice number;
 - the name of the product / code / quantity;
 - a description of the complaint, a description of the damage;
 - contact information of the applicant (name, address, e-mail address, telephone number).
3. The warranty can be granted only after the applicant provides a warranty claim with a proof of purchase (invoice).
4. Department responsible for dealing with complaints is Complaint Department:
PXF LIGHTING sp. z o.o., 1 Jutrzenki Street , 05-310 Kaluszyn. Tel. contact: +48 25 752 58 80-81 ext. 342
5. A complaint is a subject to be preliminary reviewed within 36 (thirty six) hours. In this time, PXF LIGHTING sp. z o.o. informs claimer electronically - by e - mail or fax (depending with which one the complaint was indicated) about the result of initial verification, including the rejection of the complaint or acceptance for testing of the product. A person authorized to examine complaints from the PXF Lighting provides information about the further points of the proceedings on the terms and delivery dates of the subject complaint and related costs.
6. Within 14 days the company will inform the client about the final result of the complaint.
7. In case the complaint will positively pass the verification and it's proved as valid by PXF LIGHTING sp. z o.o., defective goods are taken for a free repair or replacement, depending on the decision of PXF LIGHTING sp. z o.o.
8. In the case of an unjustified claim all expenses incurred in connection with its consideration by the PXF LIGHTING sp. z o.o. claim responsibility of the applicant, in particular: transport costs, travel costs in full, the cost of work of service technician, the cost of renting the necessary equipment, the cost of foreign delegations (at current rates) and costs of accommodation. Service protocol, in case of technician arrival, includes the mileage as well as travel and work time.
9. In no case will PXF LIGHTING sp. z o.o. be liable for any loss, damage or expense arising directly or indirectly from the use of the product.
10. The warranty does not give the claimer right to claim reimbursement of lost profits which result from failure of the product.
11. End of the complaint procedure – summary and conclusions.