

# Complaint Handling Process



## 1. Submitting a Complaint

Customers may submit a complaint by sending the complaint form via email:

- export@husarwinch.com
  - sales@husarwinch.com
  - export-department@husarwinch.com
  - b2b@husarwinch.com
  - biuro@husarwinch.com
  - office@husarwinch.com
- DE/AT  
FI/SE/NO/GB  
SK/BG/RO/HU/LT/LV/EE/AL/DK  
ES/PT/XS/SI/HR  
FR/BE/CH/LU/UA  
TR/GR/IT/CZ/NL

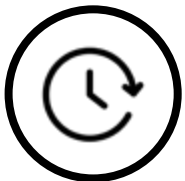
The complaint form is available at [www.husarwinch.com](http://www.husarwinch.com), at the bottom of the website, **under the "Complaints" section.**

The complaint submission must include:  
full name / company name  
order number or receipt/invoice number  
description of the defect or issue  
contact details: phone number and email address



## 2. Acknowledgement of Receipt

- After receiving the complaint:  
we confirm receipt (usually by email)
- we provide information about the next steps in the process



## 3. Complaint Review

The complaint is reviewed within **14 calendar days from the date of receipt.**

If the product must be returned, the processing time is counted from the date the shipment is received.

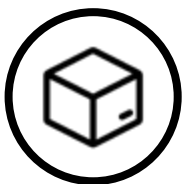


## 4. Decision and Resolution

After reviewing the complaint: the customer is informed of the decision (accepted or rejected)

If the complaint is accepted, one of the following actions will be taken:

- repair of the product
- replacement with a new product
- partial or full refund



## 5. Product Return (if required)

If returning the product is necessary, please ensure it is properly secured and include proof of purchase. Shipping costs are covered by the sender.

Address:

HUSAR WINCH, KWELLA Sp. z o.o.  
Ul. Mickiewicza 36, 32-626 Jawiszowice, Poland