How to file a complaint

Submit the complaint through the order portal. Choose the affected order and describe the defect, including the number of affected units.

Attach the invoice and the signed delivery note to the complaint. We send a receipt with a case reference once the portal accepts the submission.

Deadline and photos

A customer has 14 days from delivery to file a complaint. Use the delivery date on the signed delivery note to calculate the deadline.

For visible damage, attach photos of both the product and its outer packaging. Keep the packaging until we close the case.

Reply and resolution

We reply within 10 working days of receiving a complete complaint. If an attachment is missing, we ask for it before the review starts.

The reply states whether we will replace the goods, repair them or issue a credit note. We arrange collection before the customer sends back any item.