

Complaints procedure

We are constantly developing the efficiency of solving complaints. For that reason we have implemented a new procedure which helps you to invoke your complaint very simply. If you have a complaint, you need to fill in the form on this site. Complaint may be claimed in accordance with the 2-year guarantee, conditions 5-year warranty and general conditions of the contract. Instructions for complaints are mentioned in the complaints procedure.

Our high-quality products and solutions are designed to give satisfaction for many years. If a reason for a complaint occurs, we see it as an opportunity to alter the quality of our products and services.

For more information, please contact Intra lighting at +386 (0)5 398 44 26 or by email quality@Intra-lighting.com .

Complaint form consists of 3 parts of data.

The first part is contact person information. Here you must enter your details as you invoke complaint. About all the further action of solving complaint we will keep you informed by e-mail address which you have entered.

Contract person information:

Name*
Surname*
Contact email*
Tel

The second part is customer information where you must enter the company, which directly collaborates with us and is referred on invoice.

Complaint form:

Company*

The third part consists of complaint information, which is very important in order to obtain all the information of claimed item. Number of invoice or delivery note is obligatory to claim guarantee. Article code or/and name are data from invoice or delivery note. The quantity of nonconforming items refers to the items from the invoice and not the individual components. In description please describe non-compliance. Additional photos and other documentation are desirable.

Complaint information:

Invoice / Delivery note no*
Article code / name*
Quantity of claimed products*

Please describe the complaint*

Attach documents/pictures here:

If you claim more products for the same company you can add them on the same complaint form, with clicking the >> add another product.

>> add another product.

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