

CLAIM PROCEDURE

In case of complaint on the quality of Betafence goods or services, please follow this procedure:

1. All alleged complaints must be expressly claimed in writing (by letter, fax message or e-mail).
2. A letter of complaint should be delivered at:
Betafence Sp. z o.o.
47-246 Kotlarnia,
ul. Dębowa 4
fax. +48 77 48 25 007, +48 77 48 25 000

You should address your complaint to your contact person at Customer Service Centre in Kotlarnia.
3. The complaint must include at least the following: invoice or delivery reference number, product name, description of complaint and the quantity of claimed products. Complaints without these data will not be handled. Provided information will help us to identify your delivery. To report a complaint you can use an attached form.
4. In case of complaint please keep the original product labels.
5. Complaints must be rendered to Betafence by points-of-sale. Claims delivered directly to Betafence Sp. z o.o. by the end users disregarding points-of-sale will not be handled.
6. In case of visible damage or inconsistency in quantity or assortment, the claim must be delivered thereupon, i.e. within 48 hours. Claims of the kind delivered after 48 hours will not be handled. Reason: The supplier has no influence on conditions of unloading, stocking and protecting the goods after the delivery.
7. In case of visible damage or inconsistency in quantity or assortment found at the control of delivery, please make a proper notation on the delivery documents. The notation on delivery documents must be confirmed by the driver's signature. The copies of these documents and a letter of complaint must be sent to the above-mentioned address.
8. In case of hidden faults, complaints must be claimed within 14 days from the date of their detection.
9. Each complaint will be examined and replied upon within 14 days from its notifying. You will receive an answer from relevant CSC employee.
10. Attention! Each goods return will be accepted after the prior agreement. In case of goods return the credit notes will be prepared only after the goods reception at Betafence warehouse in Kotlarnia.

Products which are not protected against corrosion (i.e. welded mesh) or secured only by zinc coating (i.e. chainlink, posts, panels, gates, Hexanets, Casanets and barb wire) should be stored inside closed dry and well-ventilated spaces.

In case of storing the gates outside it is recommended to keep the accessories box in closed dry space.