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COMPLAINT MANAGEMENT

Find below summarized the complaint management methods:

Part 1 – management of complaints submitted by the customer

Part 2 - management of complaints submitted by the user

Definitions:

- Manufacturer NICOS INTERNATIONAL SPA
- Customer
- Seller the person selling the product to the user / end consumer
- User end consumer, the person buying the product
- Product goods manufactured by Nicos International and destined to be used by the user
- Fault a fault (or defect) is what makes the product unsuitable to the use it was made for or that decreases its value considerably
- Barcode product traceability number, applied on the back of the piece with a sticker

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Part 1 – MANAGEMENT OF COMPLAINTS submitted by the customer

When	Who	What to check	When	Any faults found	What to do	Data to be supplied to Nicos
On receipt of the goods	Customer	Comparison of the number and type of goods with the document issued by Nicos and Customer's order	On receipt of the goods	Difference from document / order	Highlight the differences in the document and contact Nicos International via email or fax	
On receipt of the goods (only if ex your works)	Customer	Check for signs of damage due to transport	On receipt of the goods	Damaged packaging	Report to the haulier straight away and contact Nicos International via email or fax	Photos of the damaged packaging
On receipt of the goods (only if free carrier)	Customer	Check for signs of damage due to transport	On receipt of the goods	Damaged packaging	Contact the haulier straight away	Nicos can be involved for an expert report
During the checks or internal processing	Customer	Aesthetic and dimensional check	As soon as possible after discovering the fault and anyway within the warranty (as entitled by the law)	Difference with drawings and technical specifications	Contact Nicos International via email or fax	Detailed description of the fault Barcode Photo of the fault

According to the problem, Nicos International will contact you to find the best solution for the problem found.

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Part 2 – MANAGEMENT OF COMPLAINTS submitted by the user.

When	Who	What to check	When	Any faults found	What to do	Data to be supplied to Nicos
On delivering the goods to the user	User	Comparison of the number and type of goods with the document and order	On receipt of the goods	Difference from document / order	Inform seller If you check that the mistake was caused by the wrong identification of the Nicos product, the seller will recover his loss from the customer and the latter from Nicos	Sale details Detailed description of the fault Barcode Photo of the fault
On receipt of the goods	User	Check for obvious signs of damage due to transport	On receipt of the goods	Packaging and damaged goods	Contact the haulier straight away	Nicos can be involved for an expert report
Before installation	User	Aesthetic and dimensional check	Before installation ^{Note1}	Aesthetic and dimensional faults ^{Note 2}	The user complains about the product to the seller (who will recover his loss from the customer and the latter from Nicos)	Sale details Detailed description of the fault Barcode Photo of the fault
During installation	User	Functional check, connection check	At the end of the installation and before final fixing	Functional faults, once ascertained the problem is not attributable to the installer ^{Note 2}	The user complains about the product to the seller (who will recover his loss from the customer and the latter from Nicos)	Sale details Detailed description of the fault Barcode Photo of the fault
During use	User	Deterioration of the product characteristics	When the fault appears, within the terms of the warranty in compliance with the law	If a fault occurs during use ^{Note 2}	The user complains about the product to the seller (who will recover his loss from the customer and the latter from Nicos)	Sale details Detailed description of the fault Barcode Photo of the fault

Note 1 Scratches or dents reported after assembly by the installer will not be accepted as justified complaints.

Note 2 See Warranty exclusions.

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Warranty exclusions:

The faults and damages caused by the following are excluded from the warranty:

- I. Accidental damage
- II. Negligent, improper or inadequate use
- III. Non-compliance with the installation, use and maintenance instructions
- IV. Modifications or repairs by unauthorized personnel
- V. Damages attributable to force majeure (electric shocks, floods, accidents, earthquakes, wars, malicious actions)
- VI. Inadequate transport
- VII. Non-compliance with the regulations in force