



HOW TO EFFECTIVELY MANAGE AND RESOLVE A COMPLAINT

“Who works, makes mistakes. ...” (quote A. Krupp)

If a situation arises where you need to make a complaint, we ask that you follow the below process so we can manage it in the most effective way possible.

Traceability:

In order to be able to help you with the fastest possible processing of a complaint, we always need a reference to the order - e.g., delivery note or order confirmation number.

Evidence:

In order to carry out accurate root cause analysis we need evidence of the issue. ARIAN needs evidence (photos, samples, etc.) to be sent or made available as soon as you log an issue with us.

Expectations:

Understandably, product quality expectations are in most cases based on the subjectivity of individuals and are therefore rarely set down in technical parameters. We will work in partnership with you so that a consensus can be reached as quickly as possible.

In order to prevent any quality issues and to manage your quality expectations, we ask that you carefully and explicitly communicate your requirements to us in writing (giving as much technical information as possible) at the quotation stage.

Summary:

- State delivery note and/or order number
- Obtain evidence and send it by photo documentation or physical sample
- Communicate expectations clearly – let us know your issue in as much detail as possible
- Keep hold of the goods until further notice and only destroy them when instructed