



COMPLAINTS PROCEDURE

Current version of the system

1. What should the complaint form look like?



Stick the faulty item onto the exchange card that is supplied with the film or onto a printed pattern. Attach a QR code to the complaint form, which is a component of our product – this allows us to easily identify the genuineness of the film.

A4 printable complaint spacer pattern:



Scan the QR code
to download pattern



2. What defects should I complain about?

Defects that can be included in a complaint:

- material delamination
- pattern error
- material not being cut properly
- poor adhesion properties (material peels off within 24 hours of installation)
- streaks under the film after 48 hours of film installation
- installation error



3. What is not subject to complaint?

Defects that are not subject to complaint:

- mechanical damage, in particular scratches, tears, removal and reinstallation of the film (air bubbles)
- selection of the cut-out not in line with the intended use, e.g. Standard+ cut-out for a device with a case
- dirt on the inside of the film
- non-genuine products
- used QR code



4. Waiting time for considering complaints

The waiting time for considering a complaint from the receipt of goods is 14 working days.

Template of a properly made complaint:

