

Wydawnictwo „BERNARINUM” Spółka z o.o.	Instrukcja 17-01-00 Warunki składania reklamacji przez klientów	
Dokument ostatnio modyfikowany w dniu: 14 stycznia 2008 roku	Koordinator dokumentu: Z-ca Pełnomocnika ds. nadzoru nad dokumentacją i wyrobem niezgodnym	Strona: 1

1. A complaint may concern a printing service, a book or a delivery made on the basis of a placed and confirmed order or a concluded contract.
2. A complaint should be submitted in a written form (by mail, fax or e-mail) and it should contain at least three examples of products with defects or a photographic documentation of the defects.
3. The customer's materials, of which the object of the complaint has been made, have to meet the terms of the "Delivery of materials for printing", unless otherwise agreed in writing and confirmed by both of the parties.
4. The condition for a complaint about the colour conformity is preparing the files in accordance with the information delivered to the customers together with the offer.
5. The ordering party is fully responsible for the quality of the delivered files.
6. In case of printing from files sent by the customer later, if the value of the order exceeds EUR 1,500.00 gross, the release for printing takes place after the customer's approval of the mock-up in an electronic or printed form. Resignation from the approval of the mock-up may only take place in writing and in such a case the printing house is not responsible for the mistakes that may appear as a result of processing the delivered files. In cases where the value of the order is below EUR 1,500.00 gross, the mock-up is prepared upon a customer's written request. Costs of making the mock-up are covered by the customer.
7. The customer is obliged to check whether the product is free from defects within 7 days from the receipt of the product. The time for the submission of complaints concerning the quantity and quality conformity of the goods ends after 7 days from the delivery of the ready-made product to the customer.
8. The basis for making a complaint is indicating that at least 1% of the items of the ordered product is defective.
9. The product which is the object of the complaint has to be returned to the printing house as a whole, unless the service provider (the printing house) decides otherwise.
10. A complaint has to be examined within 7 days and the customer will be informed in writing about the way of solving it. This is not applicable to cases where an expert's opinion is necessary to define the cause of the mistake.

Opracował:		Zweryfikował:		Zatwierdził:	
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Zmiany:

Nr wydania	Przyczyna kolejnego wydania	Data wydania
1	Wydanie pierwsze	7 lutego 2007
2	Wydanie drugie – dostosowanie do procedury 17-00-00 Postępowanie reklamacyjne, zmiana numeracji	14 stycznia 2008