

## **COMPLAINTS IN BRIEF** **for hand-made goods from Fosa-dog**

### **What we claim:**

- A product that does not match the description on purchase.
- Up to 2 years - mechanical defect of ironwork (defective spring in metal trident, broken belt buckle, broken snap-hook, etc.) - all if the manufacturing defect can be proved.
- Within 14 days - unused clean goods which have not been specially modified according to the buyer's wish or for his person (embroidery, etc.)
- Dropped / broken rivets

### **What we DO NOT claim:**

- Mechanically damaged goods - broken structure of nylon, ribbons or torn threads (damaged by dog claws, teeth, sharp objects, etc.)
- Goods that have been modified by you or a third party (patches, stitching, etc.)
- Goods that have been handled differently than stated in the product sheet (ironing, washing in an automatic washing machine, drying in a dryer, leaving in the rain, in the wet, exposure to aggressive substances, ..)
- Corroded metal parts of the product that were not made of stainless steel (see Product sheet)
- A product that has been modified according to the dimensions you have entered (incorrectly measured neck circumference, etc.)

### **How to complain:**

- Pack the clean goods and send them together with the enclosed and duly completed complaint form to our address specifik in the complaint form.
- We do not accept goods without a copy of the proof of purchase.
- We do not accept dirty goods for complaints.
- You will also be informed about the further course of the complaint at your contact.