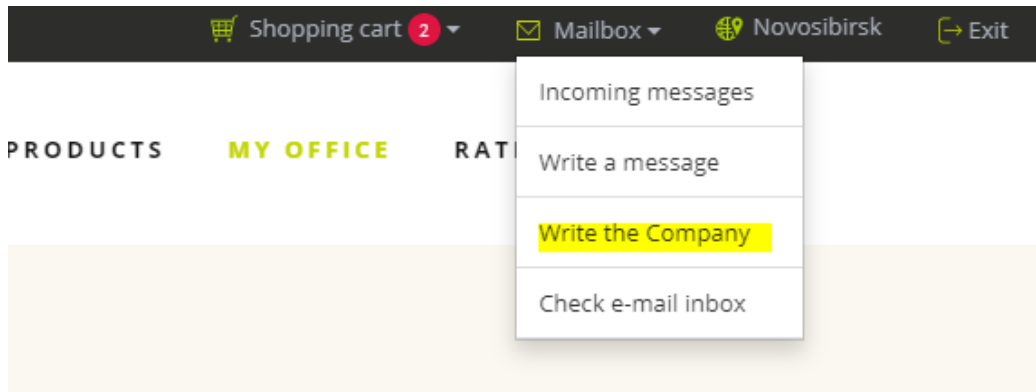


I have received a defective product. What to do?

If you received a bad-quality product:

You need to write a complaint letter to the company on the **Internal mail** to the group **For partners of the European Union Countries**.



NEW MESSAGE

From: Demo Name <demo>

Group: For partners of the European Union Countries

Further in the letter you indicate / attach:

- Country in the topic (For example, Germany)
- Your order number
- Item number + quantity
- Photo or video as proof of the reject

And also describe please the situation in detail.

Consideration of a claim for the return / replacement of products is carried out within a maximum of 14 working days from the date of your request. As a rule, our Specialist will give a response within 2-3 business days, so please check your internal mail carefully.

Best regards, Greenway