

GUIDE TO PRODUCT QUALITY COMPLAINTS

STEP

1

CONTACT

Please contact your the Export Customer Management Team through email within 48 hours of receiving the complaint.

E-mail: info@biona.cz

STEP

4

SENDING THE SAMPLE

After sampling, fill the sampling protocol and close the 1L sampling bottle or grease box.

Please send the sample within one week to the following address:

Biona Jersín, s.r.o.
Jersín 45, 588 25
Jersín, Czech Republic

STEP

2

REGISTRATION

Export Customer Management Team provides information on the unique register your official claim and identification number of the claim and the additional steps.

STEP

5

INVESTIGATION

The investigation will be initiated within 20 working days of receiving the sample.

We will be in constant contact with you during the investigation phase of your complaint.

You get information about:

- the arrival of the sample
- the expected time of the investigation
- the result of the investigation
- further necessary measures

STEP

3

SAMPLING

In the country where Biona has an official distributor, if you would like to have an oficial staff take a sample from the suspect products, please send an e-mail to info@biona.cz

If you are taking the sample, please inform it in our contact above and we will provide you the sampling procedure.

Please take a sample at least 1 liter/kg from the suspect batch according to the sampling procedure sent with the complaint ID and attach a complete sampling protocol and a photograph of the sample.

STEP

6

CLOSURE OF THE

The complaint will be closed within 30 working days of receiving the sample.

We will send you written information about the outcome of the complaint. If no further action is required, the complaint will be closed. Please inform Biona Jersín.

(info@biona.cz) after sending the sample to us. If our colleague is involved in the sampling, he will forward the sample to the laboratory.