

Complaint handling

- Procedures



Quick and professional

We produce and deliver high quality Christmas trees, and satisfied customers is our priority. In cases, where our trees or deliveries do not live up to our customers' expectations, we will rectify legitimate complaints as soon as possible.

We wish to apologize for any inconvenience it may have caused you. It is part of Green Team Group's customer service to handle complaints efficiently, and seriously for a quick settlement. In order to do so, we need our customers to observe the following complaints handling procedure:

The complaint must be timely:

Please contact our Customer Service on telephone: **+48 326 304 005** or email: **customerservice@greenteam-group.com**, immediately after the receipt of the goods, and no later than two (2) days after the receipt.

The complaint must be just and verifiable:

Please have the following data ready for registration:

- specific product no. (number from the Christmas tree label)
- load number
- pallet number
- description of the defect or non-conformity
- photo documentation

Our Customer Service will help you complete a complaint form for further processing.

Visit in order to learn:

As part of our complaints handling, if relevant, your GT contact person will visit on the earliest convenience to review the non-conformity together with you.

This we do in order to learn from the complaint, and to establish possible corrective actions to avoid recurrences in the future.

IMPORTANT:

Please make sure that the non-conformant product or delivery is available for inspection, and is not disposed of until the complaint case has been settled.

Please, see also our General Terms and Conditions.

In case the above conditions should not be fulfilled, we are compelled to dismiss the complaint.

Thank you in advance for your help in solving the matter smoothly.

GREEN TEAM EUROPE 

TRUE NATURE - PURE TRADITION