

Returns and claims for stock

For all claims, refunds and reclamations please write an email to info@metrologie.sk

a) Defective or damaged items

Should you receive a product that is defective or damaged from our inventory, we kindly request that you promptly provide us with substantiating evidence of the defect. This evidence may include photographs or error messages and should be forwarded to our official email address: info@metrologie.sk. Furthermore, we ask that you include the invoice for the purchased product as part of your documentation.

Upon approval of your reclamation request, you will be instructed to return the item to our designated warehouse, which is situated at the following address:

Metrologie Slovakia s.r.o.
Bajkalská 4
821 08 Bratislava
Slovakia

Subsequent actions, whether the item is to be repaired, replaced, or refunded, will be determined based on the nature of the defect. Please be advised that we are committed to resolving all claims within 30 days from the date of your initial request, as per our established policy.

b) Missing items in the shipment

Check the condition of the package to ensure it is undamaged and hasn't been tampered with (verify if the original tape isn't resealed with a different, non-original tape, or if the original tape isn't cut – check from all sides of the shipping package). Confirm that you have received all packages that were invoiced.

If everything is in order, there might have been an error in the warehouse during the shipment process; otherwise, it's a transport claim, and you need to follow the instructions below. Please contact us immediately via info@metrologie.sk

c) Received different items than invoiced

Verify by the package number if the delivery brought to you indeed belongs to you (items invoiced to another customer – register a claim – extra items delivered).

If you received items with your invoice, but the content differs, contact us immediately via info@metrologie.sk

Claims must be reported immediately upon delivery and subsequent inspection of the item's condition. Later claims might not be considered and could be rejected.

Transport complains

When receiving goods from the shipping company, it is essential to visually inspect the condition of the merchandise. Check whether the cardboard or pallet packaging is damaged or if the original Metrologie tape has been replaced with non-original tape. If you have any doubts that the delivered goods in the shipment might not be in order, such as missing tapes, damaged packaging, or any other concerns, **IT IS MANDATORY TO MAKE A NOTE IN THE DELIVERY NOTE WITH THE CARRIER ON SITE WITH THE DRIVER** (e.g., dented corner of the cardboard, hole in the package - possibility of theft, missing original tapes, etc.).

Recording in the delivery note is the minimum required to initiate the claims process with the carrier.

a) The driver delivered a damaged shipment

In the case of **significant damage, it is best not to accept the shipment** and write "Refused due to damage" on the shipment list as the reason.

If you choose to accept the shipment, it is necessary to **make a note of the damage** to the package (e.g., dented corner of the cardboard, hole in the package, etc.) next to the package number where you confirm receipt with your stamp and signature. The extent of the damage or partial loss of the shipment's contents must be recorded immediately in a damage report.

If you notice that the goods are indeed damaged or something is missing in the shipment (stolen) after unpacking, **photograph this along with the damaged packaging**, invoice number, and the specific package number, and contact us immediately via info@metrologie.sk. The complaint will be forwarded to DPD, supported by your recorded information during receipt.

b) The driver delivered the shipment in good condition, but the goods inside are damaged (hidden defect)

If damage or partial loss of the shipment's contents is not evident when it is handed over and received by the recipient, the principal or, in his name, the recipient of the shipment must notify the sender of the damage without undue delay, no later than 3 working days from the date of delivery of the shipment via info@metrologie.sk.

Immediately upon discovering the damage to the goods, **photograph it along with the packaging to show that the packaging was not damaged upon delivery**. Contact the carrier to prepare a damage report with you and file a complaint - original packaging intact/goods damaged.

- In the complaint description, specify how the goods were packaged.
- Based on the protocol, the complaint procedure with the carrier will commence.

We kindly request diligence when receiving goods and drafting a complaint protocol; this is necessary for further complaint resolution. Late complaints may not be considered, as it is unclear when the damage or loss of the shipment occurred.