

The process for handling complaints

In case of objections to performance of the contract or correctness of an obtained test result, the Customer can submit a complaint in writing to the customer service office/sales department employee within 14 days of receiving the report of analysis.

Complaint is investigated within 14 calendar days from the date of receipt it by the Laboratory.

In case of a need of longer investigation time of complaint, customer service office or sales department employee informs Customer about the expanded proceedings.

Each complaint is received and investigated in a reliable and impartial manner by the Laboratory.

The Laboratory is responsible for all decisions at all levels of the handling process of complaints and declares taken of any appropriate action.

