

COMPLAINT HANDLING PROCEDURE

Contents

1. Purpose and subject-matter of the complaint handling procedure.....	2
2. Definitions	2
3. Lodging a complaint or reporting a claim	2
4. Description of the complaint handling procedure.....	4
5. Time frames	5

1. Purpose and subject-matter of the complaint handling procedure

The purpose of the implementation hereof is to analyse effectively and consider the complaints received from Customers, while its subject-matter is the definition of a procedure for (i) verification of complaints and (ii) their examination, including preventive and corrective actions.

2. Definitions

- 2.1. sun.store – sun.store Spółka Akcyjna with its registered office in Warsaw (00-105), at ul. Twarda 18, entered in the Register of Entrepreneurs of the National Court Register, maintained by the District Court for the Capital City of Warsaw in Warsaw XIII Commercial Division of the National Court Register under KRS number: 0000938562, holding tax identification number (NIP): 5252889122 and statistical number (REGON): 520730180, with the share capital of PLN 176,146.00 fully paid-up.
- 2.2. The Customer / Buyer – entity which purchases a product for its own use or to distribute it and which acquires an ownership title thereto.
- 2.3. Complaint – Customer's written request addressed to the Seller as a result of reservations on the quality of the goods and their damages, incomplete delivery, incorrect packing and damages resulting from it as well as delivery of wrong goods.
- 2.4. Complaint handling procedure – set of measures and actions aimed at removal of defects from the products subject to the complaint and at fulfilment of the rights and obligations of both Parties to the sales agreement.
- 2.5. Goods damaged – product with defects resulting from its incorrect storage or transport.

3. Lodging a complaint or reporting a claim

- 3.1. To submit a complaint correctly, you have to complete the complaint form precisely and include a detailed description of the incident. The complaint form should be accompanied with a report of damages, consignment note / CMR copy and photos, including those of serial numbers of damaged components. Any damages detected in the goods have to be reported to sun.store no later than within 7 days upon their receipt.

- 3.2. For shipments delivered by courier companies, if a package including goods demonstrates any traces of being damaged, the damage should be reported immediately to the forwarder and a report of damages should be completed. It is necessary for that report to be signed by both the consignee and the driver. What is important is that the report of damages should be filled out no sooner than once the damage is detected in the goods, yet during their acceptance. In addition, it is required that photos showing damages should be provided alongside.
- 3.3. In case of dedicated transport abroad, if a package including goods demonstrates any traces of being damaged, the damage should be immediately reported to the forwarder and a note on the damages should be made in the consignment note or CMR. You can also complete a report of damages (by writing down in the consignment note or CMR „DAMAGES OF GOODS – REPORT OF DAMAGES DEVELOPED”), the note in the consignment note/CMR being binding. It is necessary for both the consignee and the driver to sign the consignment note / CMR and the report of damages. What is important is that the report of damages should be filled out no sooner than once the damage is detected in the goods, yet during their acceptance. In addition, it is required that photos showing damages should be provided alongside.
- 3.4. Any damage should be reported when the goods are delivered – within maximum of 7 days of reception of the goods. If the consignee does not check the shipment or does not make any remarks in the consignment note despite having checked it, the complaint shall be not accepted.
- 3.5. We proceed with deliveries of goods according to Incoterms 2020, which state that in case of acceptance in person, if the Buyer signs documents proving that the goods have been accepted by them, the full liability is transferred to the buyer. While accepting your order, you should precisely check the goods and make photos showing the condition they presented while being accepted by the consignee.

4. Description of the complaint handling procedure

4.1. If you want your complaint to be correctly registered, you have to:

4.1.1. Fill out the complaint form which can be found at <https://storage.sun.store/public/legal-hub/complaint-form-EN.pdf> - it is important to complete the required data precisely in order to make the complaint handling procedure run more smoothly (CUSTOMER DATA, CARRIER DETAILS, EQUIPMENT SUBJECT TO THE COMPLAINT).

4.1.2. Enclose to the form the required documents referred to in item 3 and accurate photos (namely those showing damages), which will serve as an additional proof in the complaint handling procedure, which will clarify any doubts and favor the position of the complainant.

4.1.3. Send all the documents to logistics@sun.store

4.2. The complaint shall be examined in terms of its formal compliance.

4.2.1. If it contains all the required documents, it shall be registered and sent for analysis of its substance:

4.2.1.1. A notice on the start of its processing shall be sent to the address from which the complaint was lodged no later than within 2 days upon the receipt thereof.

4.2.1.2. Formal analysis, that is checking of the completeness of the complaint will be performed no later than within 5 days upon its receipt.

4.2.2. If anything is missing in the complaint, the Customer will receive a request to complete the missing data (until all the required information is obtained, the complaint will not be registered and analysed).

4.3. Examination of the complaint's substance.

4.3.1. The decision on whether to accept or reject your complaint will be sent to you within no more than 14 days following the receipt of the complete complaint documentation.

4.3.1.1. Approval of the complaint.

4.3.1.1.1. Preparation of the compensation project and presenting it to the Customer.

4.3.1.1.2. Sending the decision to the respective department of sun.store (Logistics / Finance) to finalize the process and award the compensation to the Customer.

4.3.1.2. Rejection of the complaint.

4.3.1.2.1. Sending the decision to the Customer with the reasons behind the rejection explained.

4.4. Closing of the complaint handling process.

4.5. Implementation (if possible) of corrective actions and measures whose purpose is to minimize the complaint reoccurrence risk.

5. Time frames

5.1. Each Customer is entitled to lodge a complaint on the products bought by them. The Complaint must be submitted no later than within 7 days following the delivery of the goods to their destination (place of delivery pointed out to sun.store by the Customer) and via the official way referred to in items 3.1. and 4.1. hereof. Once the aforementioned time frame expires, the complaint shall be rejected.

5.2. sun.store shall communicate to the Customer:

5.2.1. That their complaint started being processed within no more than 2 days following the receipt of that complaint,

5.2.2. The status of their report, after having checked the completeness of their complaint, which must be done no later than within 5 days following the receipt of the complaint,

5.2.3. The decision on whether their complaint has been accepted or rejected within no more than 14 days following the receipt of the complete complaint.