

# 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](mailto: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

We are 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 official staff take a sample from the suspect products, please send an e-mail to [info@biona.cz](mailto: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

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](mailto: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.