

Complaint form

Was something different than you expected?

If so, we'll need some information first. Please tell us:

Your order (invoice) number:

Name and surname of the purchaser / Company:

Contact information (in case it's different from the original order):

Which product does the complaint concern? (name or code of the product)

What is the reason for your complaint?

Defect of the product, description of the defect:

How do you prefer to resolve the problem?

- Repair
- Replacing the product with delivery costs covered by Re4Earth
- Voucher

Product missing from order, specifically:

How do you prefer to resolve the problem?

- Replacing the product with delivery costs covered by Re4Earth
- Voucher

Thank you for your information!

We'll handle your complaint and get back to you as soon as possible.