

Dear Customers

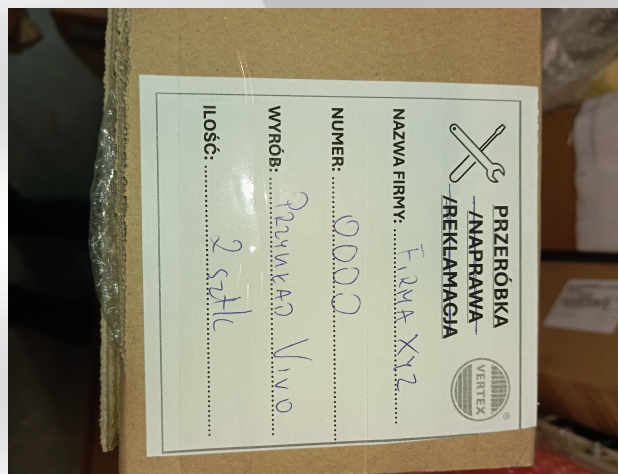
Thank you for your trust and increasing the number of orders.

We are happy to shorten the repair and complaint process, but we are aware of the growing expectations of investors on the market.

In order to speed up the process of repairs, alterations and complaints, we introduce a system of labeling packages, enabling faster identification in the warehouse.

Before sending the product for modification or repair, please contact our sales department by email to assign a modification/repair number.

We are kindly asking for printing the labels (which can be downloaded from the authorized zone from the Complaints/Forms tab), copying the information provided from the e-mail and sticking a label on the side part of the package (example in the photo below).



Packages that come to us are photographed each time.

Please take a photo of the product and package before shipping.

In the case of transport damage, this will allow us to process the issue without unnecessary delays.

Examples of proper security of packages/products can be found in the authorized zone.

Yours sincerely, Vertex
S.A.

