

## Complaint Procedure

E.031718.v1

All claims pertaining to our products must be made in writing no later than 60 days from the date of invoice. Under no circumstances will we be responsible for labour charges.

Before posting a claim on the look of a product please consider that most our products are made from natural fibres, especially linen and silk. There may be stronger impurities and irregularities in colour and texture within the roll and between the rolls even if from one lot. These variations are characteristic of these natural fibres and enhance the nature of the fabric and cannot be considered a fault.

As such, colour and texture matches cannot always be guaranteed. If an exact colour match is required, a cutting for approval must be requested when an order is placed.

In case there is a technical problem. Most problems are caused by either sealing the wall so that the wallcovering stays wet too long and shrinkage at the seams is created or mistakes on reversing or non-reversing which might cause shading.

Anyhow Tapetex will try to deal with a claim the same day. The customer is requested to provide:

- Invoice number and date
- Quality, production number, roll number, meters (yards)
- Type of building and room
- A detailed description of the claim
- A close and an overall picture of the material/room
- If applicable:
  - name of adhesive, diluted %, not diluted
  - type of wall or substrate
  - wall sealed with water- or oil based primer
  - wall sealed with diluted adhesive
  - wall not sealed
  - room temperature
  - moisture content air (relative humidity)
  - moisture content wall or substrate
  - air-conditioning
  - etc.

What can Tapetex do to satisfy the customer?