



Return Policy

The rules stated in this complaints procedure apply to Vinolok Glass closures and related components (sealing ring, decorations).

1. Definitions of terms for the purpose of these rules

Seller: VINOLOK, a.s.

Customer: Buyer

Incorrect quantity complaint: the Customer is entitled to a replacement of missing Glass closures or missing Basic packages

Product quality complaint: the Customer is entitled to have defective individual Glass closures or entire Basic packages remedied or replaced by the Seller

Notification of defects: a written overview of defects found on Glass closures which shall include:

1. lot number (stated on the label),
2. the number of missing Glass closures in case of Incorrect quantity complaint,
3. the number of defective Glass closures and a description of the defects in case of Product quality complaint; the Customer must include photographic evidence of said defects in the Notification of defects and send samples of defective Glass closures to the Seller for evaluation.

Time limit for resolution of complaint: the period during which the complaint is to be resolved. This time period shall be no longer than 30 days; starting the day the complete Notification of defects (in the case of defects to individual Glass closures) is delivered to the Seller, or on the day the damage is recorded in the consignment note (in the case of defects to entire Basic packages). In the case of Product quality complaint, the Seller might ask the Customer to return the defective Glass closures (or damaged Basic packages) within 10 days of the delivery of Notification of defects (or the damage record in the consignment note); in that case, the 30-day period starts the day these defective Glass closures or damaged Basic packages are delivered to the Seller.

Price of the merchandise: the amount the Customer has paid to the Seller for the delivery of Glass closures.

Glass closure: Vinolok glass closure including sealing ring, potential decorations, and capsule.

Basic package: a carton (cardboard box) containing the basic amount of Glass closures according to specification in technical data sheet.



2. Complaints procedure

2.1. Incorrect quantity complaints and Product quality complaints relating to entire Basic packages

2.1.1. The Customer must check the number of and potential damage to the Basic packages immediately upon delivery. In case there are Basic packages missing or there is damage to the delivered Basic packages, the Customer must record the damage in the consignment note immediately upon delivery. A copy of the damage record in the consignment note and photographic evidence of the damaged Basic packages must be sent to the Seller without delay. Should the complaint be deemed justified, the Seller shall replace the missing or damaged Basic packages to the Customer within the indicated Time limit for resolution of complaint.

2.2. Incorrect quantity complaints and Product quality complaints relating to individual Glass closures

2.2.1 The Customer must notify the Seller of any complaints regarding the number and/or the quality of individual Glass closures via Notification of defects, which is to be sent to the Seller immediately upon discovering such defects, or at the latest 24 months after accepting the delivery in the case of previously unused Glass closures. Any complaints filed after this period will be deemed unjustified.

2.2.2. Should the Incorrect quantity complaint be deemed justified, i.e. it is proven that individual Glass closures were missing from Basic packages, the Seller shall replace the missing Glass closures to the Customer within the indicated Time limit for resolution of complaint.

2.2.3. In order for a Product quality complaint to be deemed justified, the following conditions must be met:

Complaints may be filed only for Glass closures that have been demonstrably stored in accordance with the specified storage conditions. The Customer must ensure that Glass closures are stored in such a manner that there is no possibility of damage to their quality. Glass closures are to be stored in a dry closed space in intact original packaging; the Customer must ensure that the packaging will not suffer from any kind of staining and/or contamination by unsuitable smells during storage. The Customer must acquaint themselves with the technical data sheet and abide by the conditions for the storage of Glass closures specified therein.

A Product quality complaint can be filed only if the Basic package contains at least 2 Glass closures with one or several of the following defects:

- Apparent defects in material (missing material) – defects visible with the naked eye are unacceptable.
- Apparent impurities on the surface – defects visible with the naked eye are unacceptable.
- Cracks and fissures – visible with the naked eye and larger than 5mm are unacceptable.



- Folds on the surface – folds visible with the naked eye only on the surface of the neck part of the Glass closure (on more than one third of the neck) are unacceptable.
- Damaged or missing sealing ring (slight differences in the colour of the sealing ring are not a sign of defect).
- Damaged capsule.
- Damaged decoration(s).

2.2.4. Product quality complaint may also be filed for the packaging of Glass closures if it shows visible mechanical damage or contamination by materials unsuitable for the food industry.

2.2.5. A justified Product quality complaint shall be resolved by mutual agreement between the Seller and the Customer in one of the following ways:

- a) the Seller will remedy the defects of the Glass closures (including defects of the packaging, in the case the Product quality complaint is filed for the packaging) or replace the defective Glass closures with new non-defective Glass closures within the indicated Time limit for resolution of complaint, with no charge to the Customer, or
- b) in case it is impossible to resolve the Product quality complaint in the way specified under letter a) above, the Seller will offer the Customer a proportionate discount from the Price of the merchandise.

2.2.6. If the Seller and the Customer do not reach an agreement immediately upon the acceptance of the Product quality complaint as justified by the Seller, the Seller may choose the way of resolving the Product quality complaint at their own discretion, notifying the Customer within 15 days after the start of the Time limit for resolution of complaint. The Seller and the Customer may also decide to cancel the contract of sale. In that case, the Customer shall return the defective Glass closures to the Seller, and the Seller shall then reimburse the Price of the merchandise in its entirety to the Customer.

3. Final provisions

Incorrect quantity complaints and Product quality complaints are only deemed justified when the Seller accepts the complaint as such. In the case the Seller decides to reject a complaint, they must inform the Customer of such decision by letter, fax, or e-mail within 15 days of the start of the Time limit for resolution of complaint.

These complaint rules come into effect on the 1st of September 2020 and are valid indefinitely.

Date: 1st September 2020