

Complaints Handling Procedure

Dear customers, if you need to fill-out a complaint form, we would like to apologize in advance for any inconvenience that might have been caused to you.

Assignment of Claim Number (RMA)

RMA is an identification number under which you can monitor the status of the specific complaint during the course of the complaints procedure. The link to the RMA number eliminates misunderstandings and inaccuracies and accelerates communication.

- In order to speed up complaints handling, we recommend you to fill-out an online complaints form at www.iqrf.shop/rma, where, after basic registration, you can fill-in data about the goods under complaint. You will then print out an RMA form either from the file in the section My RMA forms, or from the email that will be automatically sent to you.
- Or, you can fill-in an RMA form in the following files:
RMA form.pdf
RMA form.docx

Please send the filled-in form to sales@iqrf.shop. At the latest within three business days, we will send you a modified RMA form with an assigned RMA number that you can print out.

Sending Complaints

Place the printed RMA form into the package with the defective goods and send it to:

IQRF Solutions s.r.o.
Complaints department
Průmyslová 1275
506 01 Jičín
Czech Republic

Course of Complaints Procedure

You will be informed during the course of the complaints procedure via automatic emails that will inform you that we received your complaint in our system, or that it was resolved. At any time during the process you can view the status of your complaint in the “My RMA Protocols” file at the same place where you entered the complaint (www.iqrf.shop/rma).