



## **CONTROL OF THE SUPPLIED FILMS**

### ▪ DAMAGES CAUSED BY TRANSPORT

With regard to damages caused by transport, our products covered by insurance.

In case of any damage caused during transportation, the customer agrees to report damaged items upon the arrival of the order. After being informed by customer, Polinas get in touch with insurance company and accordingly advise the customer how she/he should act.

Polinas will accept any claims only if notified of the above, in writing, within 8 days from the receipt of goods.

### ▪ MATERIAL QUALITY CONTROL

Within 60 days from the receipt of goods, the customer has to verify that the material correspond to the order with particular regard to;

- Type of material
- Sizes
- Quality
- Quantity

If the material does not correspond to the order, the customer has to inform Polinas, communicating the relevant supply details.

### ▪ VISIBLE DEFECTS

The customer has to check the material before using it, in order to verify its fitness for use and its conformity to the following;

- Treated side
- Level of treatment
- Printable side
- Flatness and roll conformity

If the material is not conforming, the customer has to inform Polinas immediately.

The defective rolls must be set aside, in order to allow Polinas to control the material. If the material does not comply with the order, Polinas is liable for the value of material only.

The defective material cannot be sent back to Polinas without the written authorization of Polinas.

### ▪ HIDDEN DEFECTS

In this case the customer must stop using the material and inform Polinas immediately. The defective material must be set aside, in order to allow Polinas to check it.

The complained material cannot send back to Polinas without written authorization of Polinas. Polinas will only refund the converting cost of no more than 2 rolls.

Visible and/or hidden defects are to be communicated to Polinas within 6 months from date of delivery. Once the above-mentioned period is elapsed, Polinas will not accept any possible claim.