

# GUIDE TO SUBMIT A CUSTOMER COMPLAINT

Dear CUSTOMER,

All Uniform Spa products undergo quality control through an integrated system in accordance with ISO 9001, 14001 and 45001 standards, which we apply to all our products. The aim is to ensure that our products reach customers in excellent condition and in compliance with the required specifications.

Unfortunately, there is always the possibility that problems/damage may occur during transport or handling (use, installation, etc.).

In this case, please follow the steps in the guide below carefully for a quick and effective resolution of your complaint.

Some issues may arise:

1. **during delivery** of the goods
2. **after delivery** of the goods and **before** installation
3. **after installation**

We would like to remind you to read the [USE AND MAINTENANCE MANUAL](#) available on the website; take care to read the documentation carefully and follow the instructions provided below.

Uniform Spa

## 1. Acceptance of materials/supplies

Materials are generally shipped on wooden pallets, in cardboard boxes or crates (wood, iron).  
The packaging methods ensure that the materials are shipped in a compliant manner (e.g. in the case of frames, foam and/or cardboard protectors are applied to the corners, and bubble wrap is used).  
Upon receipt of the goods, the customer must visually inspect the packaging to identify whether there is  
- damage/breakage to the packaging (pallet, crate, cardboard box, etc.)  
- damage to the surface of the protective plastic film.

### If you see one the those problems, follow these instructions:

- 1) **Accept the material with reservation**, specifying the reason on the delivery note, and promptly notify it your customer service reference, if possible within 8 days from the arrival of the good.



If you don't follow the above instructions, Uniform will not be able to notify the claim to the carrier and ask for the reimbursement for the damage.

## 2. Material inspection

Identification of problems **after** delivery of the goods and **before** installation

### Unpacking and assembly

The inspection must be carried out **within 60 days** from the delivery date and **before** installation/processing of the material.

Claims or reports are accepted in relation to the following defects/problems (excluded from the product specifications) :

- defects on the painted surface,
- colour and/or finish not matching the order,
- presence of inclusions, damage, etc.,
- dimensions not matching the order,
- quantity and/or type of material not matching the order and/or missing.

In this case, proceed as follows:

- Take **photos** that clearly show the problem (no enlargements, no blurring), if possible a general photo of the entire position and one relating to the defect/problem;
- Also take a **photo** of the **label** of the non-compliant item(s);
- If the items are **BARS**, **photos with a metre** stick are required to identify the position of the defect + a photo of the print if the **BAR is MADE OF WOOD**;
- **Send a maximum of 2 photos per defect**;
- Videos are also accepted if useful;
- Log in to your reserved area of the Customer Portal and register your complaint, attaching the files above listed (photos, videos, PDF drawings).
- A response (acceptance/declination/processing) will follow within 48 hours.



**The inspection must be carried out BEFORE installation/processing of the material and within 60 days from the receipt, as indicated in our Terms and Conditions of sale. After installation, complaints regarding marks, scratches or other types of defects will NOT be accepted.**

### 3. Problems arising after installation

If, after installation, problems arise relating to the use and/or functionality of the material (e.g. faulty accessories), please register your complaint as indicated in paragraph '2. Material inspection', and you will receive a response within 48 hours.

## Guide to using the UNIFORM SPA CUSTOMER PORTAL

Each customer will be provided with a user and a login password, which will be sent by email. The password can be changed upon first login.

1. Access the portal via the following link:

[Customer reserved area](#)

2. Enter your credentials

Username and password can be found in the email



The screenshot shows the 'Area Clienti Riservata' (Reserved Client Area) login page. The page features a blue and orange abstract background. In the top left corner is the 'uniform thewindowmotive' logo. In the top right corner, it says 'Area Clienti Riservata'. On the right side, there is a white 'Sign in' box containing the following elements:

- A label 'Utente' above a text input field.
- A label 'Password' above a text input field.
- A checkbox labeled 'Mostra password'.
- A blue button labeled 'Accedi'.
- Below the button, a link 'Cambia Password' and a link 'Password dimenticata?'.
- At the bottom of the box, there are small flags for Italy and the United Kingdom.

3. Enter new complaint/non-compliance

At the top left of the drop-down menu 'Document entry', select 'Claims'.



4. Click on '+'



| Codice     | Stato     | Data       | Titolo                                                                 | ProvenienzaSegn | Email              | nomeCliente | Data apertura |
|------------|-----------|------------|------------------------------------------------------------------------|-----------------|--------------------|-------------|---------------|
| 2025/00016 | Publicato | 24/09/2025 | Segnalazione per :- Materiale rovinato - C007345 - UNIFORM SPA         | Portale QW      | uniform@uniform.it | UNIFORM SPA | 19/11/2025    |
| 2025/00017 | Editing   | 24/09/2025 | Segnalazione per :- In fase di compilazione... - C007345 - UNIFORM SPA | Portale QW      | uniform@uniform.it | UNIFORM SPA | 19/11/2025    |
| 2025/00019 | Editing   | 25/09/2025 | Segnalazione per :- In fase di compilazione... - C007345 - UNIFORM SPA | Portale QW      | uniform@uniform.it | UNIFORM SPA | 21/11/2025    |

The other icons are used for



delete a complaint



read a complaint



copy a complaint



filter a complain



update the

list of complaints

## 5. Customer Data Form

The data on this screen is filled automatically when you log in – the only field that can be changed is the e-mail address (if you want to specify another email address than the one pre-filled– e.g. quality department).

*Nuovo modulo*





**DATI CLIENTE** | DATI SEGNALAZIONE | FILE ALLEGATI

|                          |             |               |            |              |       |
|--------------------------|-------------|---------------|------------|--------------|-------|
| C007345                  | UNIFORM SPA | <b>Data *</b> | 09/12/2025 | <b>Ora *</b> | 09:24 |
| Nazione                  | MINERBE     |               | VR         |              | 37046 |
| VIA DELL'AGRICOLTURA, 36 |             | Portale QW    |            |              |       |
| uniform@uniform.it       |             | 0442 669669   |            |              |       |

**INVIO SEGNALAZIONE**

## 6.Reportingn Data Sheet

Nuovo modulo





**DATI CLIENTE**
**DATI SEGNALAZIONE**
**FILE ALLEGATI**

IT Segn.  COD. ARTICOLO

Cod. Ordine

Cod. DDT

Note

→ **select the type of problem** from the drop-down menu (missing material, damaged material, incorrect material, incorrect dimensions, incorrect finish, incorrect/missing workmanship)

→ enter the **delivery note number**; once entered, you will be able to select the item from the **'item master data'** field by clicking on the 

Cod. DDT

→ alternatively, if you do not have the delivery note available, enter the **order number** (e.g. P250010916 or V25000xxxx)

Cod. Ordine

P250010916



Categoria

Categoria



Note



## 7.Attached Files Tab

The complaint/non-compliance report must contain always the attachments (photos, videos).

*Nuovo modulo*





**DATI CLIENTE**
**DATI SEGNALEZIONE**
**FILE ALLEGATI**




Documenti

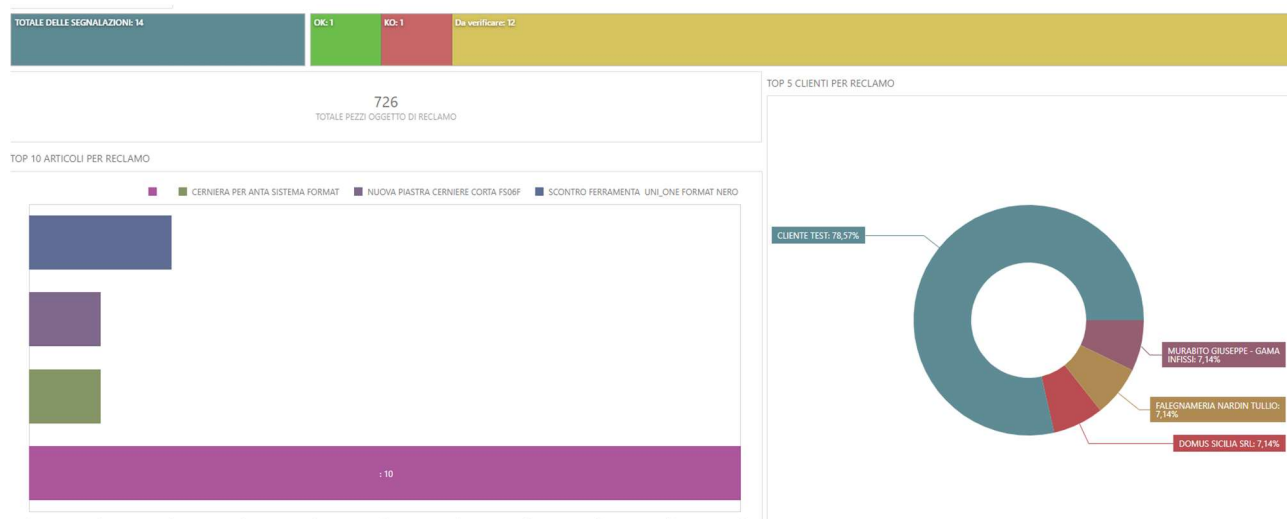
Trascina qui i file o clicca per selezionarli

**INVIO SEGNALEZIONE**

Attachments can be dragged and dropped and/or selected by clicking on the appropriate indication.

8. At this point, the complaint can be sent by selecting **INVIO SEGNALEZIONE** ; alternatively, you can save the draft and send it later. After the sending, the system will generate a response acknowledging receipt of the complaint – subsequent and further responses/updates will be sent in the same form.

9. A list of all complaints/non-conformities and related data will be displayed in the form of a dashboard.



## 10. Support and Assistance

If necessary, the Customer Service and QHSE offices are available to assist you.

For access issues, please contact [barbarasambugaro@uniform.it](mailto:barbarasambugaro@uniform.it)

For issues/questions regarding the data filling , please contact [quality@uniform.it](mailto:quality@uniform.it)

For information on the status of the complaints please consult your reserved area as indicated in point 9.