

# Complaints & Transport damage – Consumer goods purchased on kahrs.com, United Kingdom

If a product is faulty, you have the right to make a complaint in accordance with applicable consumer legislation. These instructions apply to floor care products purchased by you as a consumer via kahrs.com. For complaints relating to products purchased through a retailer, the claim must be directed to the original place of purchase.

## What can be complained about

You may make a complaint if the product:

- is faulty at the time of delivery
- does not correspond to what was agreed
- does not meet reasonable expectations

This does not apply to faults caused by normal wear and tear, incorrect use, insufficient maintenance, or failure to follow care or usage instructions.

Ordered floor samples are not eligible for claims.

## How to submit a complaint

To start a complaint, please use the **complaints form available on our website**.

This is the most efficient way to register your case and ensures that we receive the correct information from the start, allowing us to process your complaint more quickly.

In the form, you will be asked to provide:

- your order number
- a description of the issue
- photographs clearly showing the fault, where applicable

## Handling of complaints

Once your complaint has been submitted, it will be reviewed. If the complaint is approved, Kährs may, in accordance with applicable law, offer repair, replacement, a price reduction, or a refund.

## **Liability**

In the event of an approved complaint, Kährs is responsible for direct costs arising from the complaint, in accordance with applicable consumer legislation.

Kährs is not liable for indirect losses or consequential damages, including loss of profit or other costs that are not directly related to the faulty product.

## **Transport damage**

If your product has been damaged during transport, please report this as soon as possible after delivery. Damage that occurs during transport is assessed separately from other complaints but should be reported using the same form on our website. Please select Type of issue: Transport.

Please attach photographs showing the damage, both to the product and the packaging.

## **Additional information**

Complaints are separate from the right of withdrawal and returns. Further information can be found in our Returns Policy and Terms and Conditions.