

1. Introduction - our philosophy

We have the ambition to always provide our customers with products and services that meet their needs.

In rare individual cases, it may happen that we do not meet your expectations to your complete satisfaction. Please contact us in this case.

We take every suggestion and criticism seriously and always see complaints as an opportunity to improve our services and thus respond even more specifically to your concerns.

This information is aimed at you as our (potential) customer and should give you answers to the following questions:

- Where and how you can complain?
- How does the complaint procedure work?

2. Where and how can you complain?

2.1 Where can you file your complaint?

We kindly ask you to submit your complaint to the following office:

Lorenz Messtechnik GmbH

Obere Schlossstrasse 131

73553 Alfdorf

Germany

Mr.: Dipl.-Ing. (FH) Alfred Botscher

Tel.: +49 7172 93730-17

Fax: +49 7172 93730-22

E-Mail: a.botscher@lorenz-messtechnik.de

2.2 Form and content of the complaint

You can submit your complaint to us electronically, in writing or verbally (see 2.1 above for our contact details).

- In order to process your complaint immediately, we need the following information from you: Your contact details (address, telephone number, customer number, possibly email address);
- Description of the facts;
- Indication of what you would like to achieve with your complaint;
- Copy of documents relating to your complaint (if available).

Principles of our Complaint management

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3. Complaint procedure

If you wish, you will first receive confirmation that your complaint has been received.

We always try to answer your complaint as quickly as possible. The actual duration of the individual processing of a complaint depends in particular on its complexity or the need to involve third parties such as our external service providers.

Basically, we aim to answer within two weeks at the latest.

If this is not possible, we will inform you of this and of the reason for the delay within the framework of an interim message. At the same time, we will inform you when the processing of your complaint is expected to be completed.

After complaint processing has been completed, you will receive a comprehensive response to your complaint in a timely manner.

3.1 Complaints by phone

Complaints will be answered in writing, by telephone or by email.

If no confidential contract data is required for the complaint, it can be answered by telephone if this is expressly requested by the complainant.

If the complaint cannot be answered by telephone, a written replay will be sent to the complainant.

5. Miscellaneous

- The handling of complaints is free of charge
- The present principles are reviewed at regular intervals and published on our website www.lorenz-sensors.com