
MANUAL FOR COMPLAINTS

The attached form has been created as a tool to help us resolve complaints that occur together as fast and efficient as possible for the benefit of the customer who has bought the product. The objective is to assist the customer in a way that makes her or him satisfied with both the end result and the service that we, together, have provided along the way.

Short explanation of the parts of the form follows below:

CUSTOMER

The customers full **name**, **e-mail** address and **phone** number.

PRODUCT

Date of purchase and (if possible) **receipt** from the purchase attached, **part number** and **manufacturing date** that can be found on a sticker underneath the left door part on VarioCage and VarioGate.

DESCRIPTION OF FAULT

Short **description** of the nature of the fault and how it occurs. Please provide **pictures** and/or **movie clip/s** for best possible clarity.

SEND TO

support@mim.se

A receipt with a case number will be returned.
Please use the same e-mail thread throughout the process.

Our support team will thereafter contact you to confirm what measures that will be taken and, if needed, for follow up questions.

Information sent to us will be kept up to, but no more than, three years after termination of the complaint.
Customer data may become used for marketing purposes.

COMPLAINT

ROUTINES FOR PROPER HANDLING