# How do I complain to the EDQM about an order?

The Council of Europe/EDQM wishes to meet the needs of our customers. However, if you have a complaint related to the handling or delivery of your order, we will do our best to resolve the problem.

## COMPLAINTS RELATED TO DELIVERY

Any delays in delivery do not entitle the buyer to cancel the sale, refuse the goods or claim damages.

### Damaged Goods

Complaints can be made by the buyer upon delivery of goods only if the goods do not correspond to the order especially if the package and/or the contents are badly damaged. In such cases complaints must be made to the carrier in writing at the time of delivery. A copy of the complaints must be sent to the Council of Europe (EDQM), no later than 12 hours after the complaints were made.

### Lost Deliveries

If, after consulting our information on delivery lead times from our web-site, you believe your order to be lost, or undelivered, please contact us with the details of your order.
You can contact us via:

- the EDQM HelpDesk
- fax to +33 3 88 41 27 71

Please quote our order/invoice reference which you will find on our order confirmation or on our invoice.

## COMPLAINTS RELATED TO THE ORDER

Complaints can only be made by the buyer upon delivery of goods if the goods do not correspond exactly to the initial order.

**For door to door deliveries**, any complaint should be sent within 48 hours of delivery of the goods in the original package. After this time the EDQM is not obliged to accept the complaint.

**For airport deliveries,** any complaint should be sent within one week from the time of delivery at the airport in the original package. After this time the EDQM is not obliged to accept the complaint.

All complaints should be sent via:

- the EDQM HelpDesk
- fax to +33 3 88 41 27 71

In all instances please quote our order/invoice reference which you will find on our order confirmation or invoice.

Please note that the EDQM takes no responsibility in the following situations:
- Errors in order processing that have been due to orders being received without the official name of the item ordered and the full item/reference order code.

- Duplicate orders being processed in the following cases:

- confirmation orders that are not clearly marked as being a confirmation of an order that has already been sent to the Council of Europe (EDQM);
- submission of the same order multiple times (i.e., via fax, e-mail, mail or any combination thereof).

In addition, the customer is solely responsible for the choice of products, their storage from the time of delivery and their use. In no event shall the Council of Europe (EDQM) be liable for any consequent damage.

### Returns

*CRS/PBR*
In no event shall the customer return goods to the Council of Europe (EDQM).

The Council of Europe (EDQM) will not ask for the return of goods sent by mistake and will not accept return of goods ordered by the buyer.

*Publications*
We will not accept or exchange any returned publication unless the customer complies with the terms and conditions and the above procedure.

**In no event shall the customer return publications to the Council of Europe (EDQM) unless the Council of Europe (EDQM) has been notified and has given its written consent.**

Shipping costs and other costs (customs) to return publications to the Council of Europe (EDQM) will be borne by the buyer.

## COMPLAINTS RELATED TO LEVEL OF QUALITY OR LEVEL OF CUSTOMER SERVICE YOU HAVE RECEIVED

The Council of Europe/EDQM prides itself on the customer service it provides to our customers. If you feel you have not received the best level of customer service during the ordering process please contact us via the EDQM HelpDesk.

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## DEALING WITH YOUR COMPLAINT

On receipt of your complaint we will acknowledge your e-mail or fax within one working day. We aim to resolve your complaint within five working days.
If the complaint is shown to be justified, the Council of Europe (EDQM) will be free to choose between:

- issuing a credit note,
- refunding the customer, or
- making another delivery of similar goods.