

How to make a complaint or return

1. If you have a complaint about a product, please write a mail to Aclima@unitedcompany.com, including description and pictures of the complained product. If accepted as a complaint, please follow the next few steps
2. - Returned product must be returned in the original and unbroken package, within 3 weeks from the order date.
- Complaint product must be returned with as much unbroken packaging as possible
3. Fill out the form "Complaint & Return" and send together with the complained or returned product
4. Attach a copy of your invoice
5. Pack and send the product to the following address:
Please note the customer must pay for the shipment!
United Company Aps
Vassingerødvej 147
3540 – Lyngø
Denmark
6. United Company will thoroughly test all complained products upon arrival at the warehouse. Please note that this can take a few days!
7. When the returned product has been checked and confirmed as a complaint or as a return, the amount will be transferred back to your credit card.
8. If the product is not accepted as a complaint, you will be contacted by our complaint department
9. If any question, please feel free to contact customer service on mail Aclima@unitedcompany.com or on phone 0045 70 20 75 79

 **Please see Complaint & Return form on next page** 

Complaints and Return form

Please fill out this form and send it together with the product, to United Company at the following address:

United Company Aps
Vassingerødvej 147
3540 – Lyngø
Denmark

For easier handling, please attach a copy of your invoice.

Also please send a copy of this, to email Aclima@unitedcompany.dk

	Complaint	Return
	<input type="checkbox"/>	<input type="checkbox"/>
Customer Name:		
Customer Address:		
Customer Phone no:		
Customer Mail:		
Order Number:		
Order Date:		
Delivery Date:		
Product Name:		
Color:		
Description of error or reason for return:		
Signature & Date:		