

TUORETUOTE PRODUCT RECLAMATIONS

(updated 21.11.22)

Reclamations of the product must be done within one day (24h) of the arrival, to receive full refund. Reclamations: reklamaatio@tuoretuote.com

Keep the product at right temperature, don't throw it in the garbage can until you get an answer from us.

In reclamations always tell:

- client number
- referral number
- delivery date
- product/products
- reason for the reclamation
- amount

In addition, please report the product:

- product's batch and information; picture of the product's label
- product's best before date/expiration date
- exact description what's wrong in the product
- picture of the product:

reklamaatio@tuoretuote.com or

[by WhatsApp message to the number 040 457 83 54](https://www.whatsapp.com/message/0404578354)

Frozen products:

- product needs to be in the original and intact package
- product must be kept at right temperature, do not defrost the product

You can return faulty or wrong product for the driver to take back right away after arrival. Driver will document the information of the reclamation. To make the processing of the reclamation faster please also send information to reklamaatio@tuoretuote.com or

[by WhatsApp message to the number 040 457 83 54](https://www.whatsapp.com/message/0404578354)