



SOLAR INNOVA

looking for the future



**CLAIM
PROCEDURE**



CLAIM PROCEDURE

1.- INTRODUCTION



Solar Innova is committed to continuously improve the quality of our service.

We want our customers to choose Solar Innova again and again because we consistently deliver the products and services we promise in every aspect of our business. We aim to always put our customers first and understand that little things matter most in delivering customer service excellence.

In spite of our efforts, we realize that from time to time, things do go wrong. If and when this happens, we will investigate matters fully and give customers an explanation for the failure, regardless of who was responsible.



2.- DEFINITION



We define a claim as any expression of dissatisfaction by a customer or a potential customer about the products and/or the services delivered by the company and its employees.

Every time you voice dissatisfaction about any aspect of our business, our staff will take your comments seriously. We believe we have a responsibility toward our customers to respond positively and pro-actively to their complaints and comments. We consider that customer feedback is critical in helping us deliver continuous improvement across our business.



3.- COMMITMENT



Our commitments:

- ✓ **Respectful:** We respect any customer's claim without distinction.
- ✓ **Investigation:** We ensure that each claim is fully and duly investigated.
- ✓ **Easy:** We make the claim process easy to find, to understand and to use.
- ✓ **Efficient:** We put all our efforts in investigating your claim with a defined frame.
- ✓ **Effective:** We address your claim entirely and provide an effective answer.



4.- PROCEDURE



Inform us.

Send your claim by email to our customer service: info@solarinnova.net

As soon as your claim is received, Solar Innova will appoint a representative that will take charge of your claim.



Claim form sent by Solar Innova.

Within 24 hours after your claim, the representative of Solar Innova in charge of your case will contact you and send you a claim form to gather all the necessary information about your claim.



Fill the form, return it.

Once you have received the form, fill it and send it back to your Solar Innova representative, who will launch the analysis of your claim.



First answer by Solar Innova.

A first answer will be provided to you within 7 days after your form has been received, with an explanation of what happened, and why. When necessary, immediate actions will be taken.



Final answer by Solar Innova.

A final answer will be brought to you within 30 days after we have received your form. At this point, corrective and preventive measures will have been implemented by Solar Innova.



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