

## How to make a complaint or return

1. If you have a complaint about a product, please write a mail to [Aclima@unitedcompany.com](mailto: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  
- 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](mailto: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](mailto:Aclima@unitedcompany.dk)

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