



CONTACT US

WARRANTY SERVICE (complaints)

Internal sun-protection systems
Anna Jędrzejewska
e-mail: a.jedrzejewska@anwis.pl
repair requests: service@anwis.pl*

External sun-protection systems
Małgorzata Wilińska
e-mail: m.wilinska@anwis.pl
repair requests: service@anwis.pl*

Components
Barbara Hinc
e-mail: service@anwis.pl*

**Your notification should be sent to our e-mail address: service@anwis.pl; once it has been verified, your complaint assistant will contact you through their personal email account.*

POST-WARRANTY SERVICE (repairs)

Aleksandra Wiśniewska
e-mail: repairs@anwis.pl

HOW DO I DO IT?



PLEASE NOTE: contacting persons other than your complaint assistant may result in lengthening of the time required to process your claim.

COMPLAINTS & REPAIRS

REGISTERING YOUR COMPLAINT

WARRANTY CLAIM (finished product)

To register a complaint, please complete an online Complaint Notification Form* and send it with the goods and by e-mail to: service@anwis.pl

- For your complaint to be dealt with quickly and efficiently, please fill in the Complaint Notification Form correctly (all fields should be completed with the required data, failing to provide all the necessary information will result in lengthening of the time required to process your claim).
- If you are returning goods to Anwis, the filled form must also be placed inside the package together with the goods.

REGISTERING YOUR COMPLAINT

WARRANTY CLAIM (components)

To register a complaint, please complete an online Complaint Notification Form* and send it with the goods and by e-mail to: service@anwis.pl

- For your complaint to be dealt with quickly and efficiently, please fill in the Complaint Notification Form correctly (all fields should be completed with the required data, failing to provide all the necessary information will result in lengthening of the time required to process your claim).
- If you are returning goods to Anwis, the filled form must also be placed inside the package together with the goods.

REGISTERING YOUR COMPLAINT

REPAIRS

To register a repair, please complete an online Repair Notification Form* and send it with the goods and by e-mail to: repairs@anwis.pl

- For your complaint to be dealt with quickly and efficiently, please fill in the form correctly (all fields should be completed with the required data, failing to provide all the necessary information will result in lengthening of the time required to process your claim).
- If you are returning goods to Anwis, the filled form must also be placed inside the package together with the goods.

SHIPMENT

WARRANTY CLAIM (finished product)

If you wish to send your goods to our COMPLAINTS department, please let us know by email to: service@anwis.pl

The package / cardboard box needs to be marked with a visible letter "R" (a different label or lack of one will cause lengthening of time required to process the complaint).

In most cases the goods are sent using Anwis regular transport; you will be notified of the scheduled day of delivery. Alternatively, shipment via courier service can be organized at ANWIS expense (only on condition you notify us in advance). If no advanced notice is given, THE COSTS OF THE COURIER SERVICE ARE COVERED BY THE CUSTOMER.

When sending goods via courier service please provide all the necessary information (package dimensions: max. length 2,70m; weight; delivery address; contact person data).

SHIPMENT

WARRANTY CLAIM (components)

If you wish to send your goods to our COMPLAINTS department, please let us know by email to: service@anwis.pl (otherwise ANWIS driver will not collect the goods).

The package / cardboard box needs to be marked with a visible letter "R" (a different label or lack of one will cause lengthening of time required to process the complaint).

In most cases the goods are sent using Anwis regular transport; you will be notified of the scheduled day of delivery. Alternatively, shipment via courier service can be organized at ANWIS expense (only on condition you notify us in advance). If no advanced notice is given, THE COSTS OF THE COURIER SERVICE ARE COVERED BY THE CUSTOMER.

When sending goods via courier service please provide all the necessary information (package dimensions: max. length 2,70m weight; delivery address; contact person data).

SHIPMENT

REPAIRS

If you wish to send your goods to our REPAIRS department, please let us know by email to: repairs@anwis.pl

The package / cardboard box needs to be marked with a visible letter "N" (a different label or lack of one will cause lengthening of time required to complete the repair).

The goods are collected by Anwis regular transport drivers on the scheduled days of delivery. If no scheduled delivery is organized, the goods should be sent via a courier service (ITS COST BEING COVERED BY THE CUSTOMER).

Postal address:
ANWIS Sp. Z o o
Ul. Smocza 16/18
87-800 Włocławek
DZIAŁ NAPRAW