



GMC customer complaint **Easy by 3 steps**



We support you also after product purchase. Implementation of the GMC complaint process guarantees a smooth and reliable clarification in 3 steps.

1st step: **Contact us**

You may contact us via email, by phone or fax. We need the following data for processing:

- **invoice number / order number**
- **quantity of defective items with their part number**
- **a detailed fault description**

2nd step: **Fill up claim questionnaire**

The filled in questionnaire completes the operation of your complaint procedure. All provided indications speed up claim handling.

Claim questionnaire is available on our website:
www.gmc-mbh.de



3rd step: **Send back**

Send the labeled article back to:

GMC Gesellschaft fuer Marine und Industrierausstattung mbH

Vorgebirgsstrasse 24 | 50389 Wesseling - Germany