

How do I complain to the EDQM about an order?

The Council of Europe (EDQM) endeavours to meet the needs of its customers. However, if you have a complaint related to the handling or delivery of your order, we will do our best to resolve the problem.

Please note that the EDQM takes no responsibility in the following situations:

- Errors in order processing that have been due to orders being received without the official name of the item ordered and the full item/reference order code.
- Duplicate orders being processed in the following cases:
 - o confirmation orders that are not clearly marked as being a confirmation of an order that has already been sent to the Council of Europe (EDQM);
 - o submission of the same order multiple times (i.e., via fax, e-mail, mail or any combination thereof).

In addition, the customer is solely responsible for the choice of products, their storage from the time of delivery and their use. In no event shall the Council of Europe (EDQM) be liable for any consequent damage.

COMPLAINTS RELATED TO DELIVERY

Any delays in delivery do not entitle the buyer to cancel the sale, refuse the goods or claim damages. Complaints can be made by the buyer upon delivery of goods only if the goods do not correspond to the order or if the package and/or the contents are badly damaged.

Damaged Goods

Complaints must be made to the carrier in writing at the time of delivery. A copy of the complaint must be sent to the Council of Europe (EDQM), not later than 1 day after the complaint was made.

Incorrect goods dispatched/Missing items

Complaint must be made to the Council of Europe (EDQM) within 5 working days.

Lost Deliveries

If, after consulting our information on delivery lead times from our website (see document *Orders & Dispatch of EDQM products*), you believe your order to be lost, or undelivered, please contact us with the details of your order via:

- o the EDQM [HelpDesk](#)
- o dispatch@edqm.eu

Please quote our order/invoice/dispatch note reference which you will find on our order confirmation, on our invoice or on our dispatch note.

Returns

CRS/PBR

For quality reasons, the Council of Europe (EDQM) will not ask for the return of goods sent by mistake and will not accept return of goods ordered by the buyer.

In no event shall the customer return goods to the Council of Europe (EDQM).

Publications - Print

Returns requests within the European Union (EU) are considered on a case-by-case basis (eg. if the product remains unopened and in its original packaging) and only if the requests is received within 10 days from receipt of the product.

Returns from outside the European Union (EU) are not permitted.

In no event shall the customer return publications to the Council of Europe (EDQM) unless the Council of Europe (EDQM) has been notified and has given its written consent.

Any costs to return publications to the Council of Europe (EDQM) will be borne by the buyer.

COMPLAINTS RELATED TO LEVEL OF QUALITY OR LEVEL OF CUSTOMER SERVICE YOU HAVE RECEIVED

The Council of Europe (EDQM) prides itself on the customer service it provides to our customers. If you feel you have not received the best level of customer service during the ordering process please contact us via the EDQM [HelpDesk](#).

DEALING WITH YOUR COMPLAINT

We aim to resolve your complaint within five working days.

If the complaint is shown to be justified, the Council of Europe (EDQM) will be free to choose between:

- o issuing a credit note,
- o refunding the customer, or
- o making another delivery of similar goods.