

## Complaint Process GALAB Laboratories GmbH

### 1. **Introduction and Purpose**

We take our customers' satisfaction seriously and want to ensure that your concerns and complaints are handled appropriately. This complaint process outlines our approach to handling complaints and aims to find a fair and satisfactory resolution.

### 2. **Submitting a Complaint**

To submit a complaint, we kindly ask you to contact us in writing via email, postal mail, or phone ([info@galab.de](mailto:info@galab.de), Tel: +49 40 36 80 77 – 0). Received complaints will be forwarded to our customer service representatives. Your complaint should include all relevant information, including contact details, a detailed description of the issue, and if applicable, supporting documents and evidence.

### 3. **Receipt Acknowledgement and Processing Time**

Upon receiving your complaint, we will confirm the receipt of the complaint and whether we have jurisdiction over all parts of the complaint. We will process your complaint as soon as possible, typically within one week, and provide you with a suitable response.

### 4. **Investigation and Resolution**

We will thoroughly investigate your complaint and take all necessary actions to find an appropriate solution. This might involve collaboration with relevant departments or third parties. In cases of longer processes, we will keep you informed about the progress of the investigation and may request additional information and clarifications from you.

### 5. **Communication and Transparency**

Throughout the complaint process, we will communicate with you regularly to keep you updated on the progress of the handling. We aim to provide you with a written response within a reasonable timeframe, explaining our position and potentially presenting actions or proposed solutions.

### 6. **Escalation and Alternative Dispute Resolution**

If you are not satisfied with the solution we propose, you may have the right to pursue alternative dispute resolution measures, such as initiating a mediation process.

### 7. **Confidentiality and Data Protection**

We treat your complaint and all related information confidentially and in accordance with our privacy provisions. Your personal data will only be used for the purpose of processing your complaint and will not be shared with third parties without your consent, unless legally required.

### 8. **Applicable Law and Jurisdiction**

German law applies. The place of performance for GALAB's services is Hamburg. If the contracting party is a merchant, Hamburg is agreed upon as the place of jurisdiction.