



Alingsås 2016-03-30

Dear Customer

Loipart constantly strives to improve our services to our customers. As a result we have changed our process and system how to handle customer complaints.

This is also a part of our ISO 90001 Certification process.

The customer complain is sent by e-mail to [technical@loipart.se](mailto:technical@loipart.se) and you will get an automatic reply containing a dossier number. Please make sure this dossier number always is present in the mail in your contacts with Loipart regarding your complaint.

Also to facilitate the handling of your case, please provide as much details as possible. The autoreply will guide you in what information is important.

This process is effective **April 5, 2017**.

Vänliga hälsningar/ Best Regards

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VP, After Sales



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