



Information Sheet: Customer Complaint

Dear Customer,

Over the past few months, we have received an increased number of returns. Although we have acknowledged them as a gesture of goodwill, we do not believe them to be legitimate complaints. Please understand that for financial reasons, we cannot maintain this process and we will be conforming to the practice of our competitors.

Nevertheless, should you be unsatisfied with our deliveries, we apologise – because your satisfaction is what we aspire to achieve. In order for us to know as quickly as possible how we may be able to help you, please note the following:

Visible defects must be reported to us via email within four (4) weeks after delivery. In order to do this, please complete the “Customer Complaint Notification form”, which you can download from our website, luigi-morini.com. Send the completed form via email to qualitaet@murk.de, but keep the goods you are writing about for the time being.

If you are writing about a maximum of three items: Please send us detailed photos, together with the completed form, of the complaint and one photo of the item label, via email. The items you are writing about will remain with you. We will be in touch within a few days, letting you know how to proceed.

If you are writing about more than three items: Within a few days, we will give you a Murk complaint number, which you should include at the bottom left of your original complaint notification. Please attach this form to your return. A missing form may lead to delays in handling the complaint. The return address is as follows:

Murk GmbH & Co.KG Mens Fashion
Abteilung Reklamation & Qualität
Hauptstraße 5
96193 Wachenroth

Please ensure that the items you are sending back are sufficiently protected during transport, because if goods are damaged or soiled during transport, we can no longer examine them objectively, and we will refuse to process your complaint.

Damage that is caused by improper or non-contractual handling of the items by the buyer, in particular when unpacking or during storage, does not constitute a warranty claim. In addition, deviations in quality, colour, width, weight, equipment or design that are customary in the industry, or minor and technically unavoidable, do not constitute a defect. Defect claims expire within twelve (12) months. In your assessment, please also consider the corresponding grade (price segment).

In the future, it will only be possible to offer sample consignments in special cases, such as club outfitting, and must be agreed in writing beforehand. Otherwise, they do not constitute a reason for return.

Your satisfaction is important to us, so we hope that our restructured complaints process meets with your approval and means an improvement for you in the long-term.

Kind regards from Wachenroth,

Reinhold Murk