



GERMANIA MINT

## CLAIM POLICY OF GERMANIA MINT PACKAGING Ltd.

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### 1. Glossary

**Supplier** - company Germania Mint Packaging Ltd.

**Working day** - a day from Monday to Friday, excluding public holidays observed in the Supplier's country (i.e. Poland).

**Client** - a natural person running a business, a legal entity, or an organizational unit without legal personality that places an Order with cooperation with the Project Manager of Germania Mint Packaging Ltd. for purposes directly related to the business activity conducted.

**Quantitative and qualitative acceptance** - all actions carried out by the Client to confirm that the quantity and quality of the delivered items comply with the shipping documents, the Order, and applicable technical standards and conditions. The place of acceptance is the Client's warehouse.

**Project Manager** - Project Management Specialist at Germania Mint Packaging Ltd., coordinating the execution of numismatic packaging orders.



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Poland, Jelenia Góra

## 2. General Provisions

This Claims Policy sets out the rules for submitting and handling claims concerning goods offered by Germania Mint Packaging Ltd. This document applies to all Orders executed by Project Manager of Germania Mint Packaging Ltd.

Claims may be submitted only by Germania Mint Packaging Ltd. direct business partners.

## 3. Scope of Claims

Germania Mint Packaging Ltd. identifies the following categories of non-conformities:

- quality claims (product defects, incorrect model, wrong size, faulty print, etc.);
- quantity claims (shortages or surpluses beyond the allowable limit);
- transport claims (missing shipment, damage during delivery).

Transport claims will not be considered if the transport was arranged by the Client.

If the claim concerns a missing or delayed delivery, the case is forwarded to a representative of Germania's Mint Packaging Ltd. Logistics Department for internal review. If the issue cannot be resolved within 3 working days, the complaint is officially registered in the claim system. Otherwise, it is considered unfounded.

## 4. Claims Submission Deadline

Claims must be submitted:

- no later than 30 working days from the delivery date of the goods - for quality claims;
- no later than 3 working days from the delivery date of the goods - for quantity and transport claims.

The delivery date is considered to be the date when the shipment is collected from the courier, driver, or directly from Germania's Mint Packaging Ltd. headquarter.

Exceptions include:

- activity of adhesive coating - warranty: 6 months<sup>1</sup> from the delivery date;
- durability of adhesive bonds - warranty: 24 months<sup>2</sup> from the delivery date.

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<sup>1</sup> provided that the goods were stored in accordance with the recommendations

<sup>2</sup> provided that the goods were stored in accordance with the recommendations



Claims submitted after the deadlines mentioned above will not be accepted.

## 5. Claims Submission Procedure

The claim should be submitted to the following address: [claim.packaging@germaniamint.com](mailto:claim.packaging@germaniamint.com), in the form of a correctly completed Claim Form (hereinafter: the Form). It is recommended to include Project Manager responsible for the specific Order in CC.

The following attachments must be included with the Form:

- photo documentation showing the defect;
- picture of the packaging card<sup>3</sup> and bulk packaging with a visible label;
- damage report<sup>4</sup> - required for transport-related complaints

Missing required attachments or an incorrectly completed Form may delay the complaint handling process.

It is also recommended that the Customer includes the Order number, invoice number, and a brief description of the issue in the email message.

## 6. Claims review

The claim confirmation is sent electronically to the email address provided by Customer in the Form. The message also includes information about a possible return of the claimed goods.

Claims are reviewed within 14 working days from the date of receiving a complete Form.

For transport-related complaints, the review period is up to 21 business days due to the need for coordination with the freight forwarder or carrier.

In justified cases, this period may be extended, and the Customer will be informed accordingly.

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<sup>3</sup> packaging card - card placed inside the bulk packaging, containing the name of the person who packed it and the packing date

<sup>4</sup> lack of a damage report may result in the complaint being rejected due to the inability to confirm the carrier's responsibility for the damage



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If the claim is accepted, Germania Mint Packaging Ltd. may offer one of the following forms of compensation: repair or replacement of the defective goods, or an invoice adjustment (e.g. appropriate price reduction or correction of the product quantity on the invoice) - based on individual arrangements with the Customer.

As part of the claim review process, the number of technological surpluses is verified in accordance with the General Terms and Conditions of Orders. If the number of claimed items falls within the surplus limit, the claim is registered, but the Customer is not entitled to any of the compensation options mentioned in the previous paragraph.

The timeline for taking action after the complaint is accepted is determined on a case-by-case basis. Germania Mint Packaging Ltd. makes every effort to ensure this process is completed as quickly as possible. If re-production is required, the timeline may be slightly extended. Claim cases are treated as a priority over regular Orders.

### **7. Return and Shipping Costs**

Germania Mint Packaging Ltd. may request the return of all or part of the claimed goods from the Customer for analysis purposes. In such cases, the Customer is obliged to send the goods back to the address specified by the Supplier.

The return date and method should be agreed upon in advance with the Project Manager which is handling the Order.

The goods should be returned in their original bulk packaging with the label intact, in a manner that ensures protection against damage during transport. Inadequate securing of the shipment may complicate the claims process and delay its resolution.

Return shipping costs, along with any additional fees (e.g., customs duties, taxes), are the responsibility of the Customer. If the complaint is accepted, Germania Mint Packaging Ltd. will refund these costs.

### **8. Final Provision**

Complaints are internally documented by Germania Mint Packaging Ltd. This Claims Policy supplements the General Terms and Conditions of Order of Germania Mint Packaging Ltd. and may be updated based on current operational needs and quality requirements.



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## 9. Attachments

Attachment No. 1 - Claim Form

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**Germania Mint Packaging Sp. z o.o., Aleja Wojska Polskiego 15, 58-500 Jelenia Góra, Poland, [www.germaniamint.com](http://www.germaniamint.com), [office@germaniamint.com](mailto:office@germaniamint.com), tel.: +48 75 64 523 00**

Germania Mint Packaging Sp. z o.o. z siedzibą w Jeleniej Górze jest wpisana do Rejestru Przedsiębiorców prowadzonego przez Sąd Rejonowy dla Wrocławia-Fabrycznej we Wrocławiu, IX Wydział Gospodarczy. KRS 0000790732, REGON 383634245, NIP PL 6112801866. Kapitał zakładowy 490 100 PLN został opłacony w całości.

Germania Mint Packaging Sp. z o.o. based in Jelenia Góra is entered in the Register of Entrepreneurs maintained by the District Court for Wrocław-Fabryczna in Wrocław, IX Commercial Division. KRS 0000790732, REGON 383634245, VAT ID PL 6112801866. Share capital 490 100 PLN was paid in full.