

Revised by factory at September, 2024.
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buugga® - AFTER SALES
CLIENT SERVICES POLICY

STAGE 1	TAKING SPARE PARTS REQUESTS	√	PREPARE SAME MATERIAL TO READY FIRST SHIPMENT AND/OR SENDING VIA AIR CARGO
STAGE 2	TAKING RECLAMATION REQUESTS	√	PREPARE SAME PART TO READY FIRST SHIPMENT AND/OR SENDING VIA AIR CARGO
STAGE 3	TAKING RETURN REQUESTS	√	MANUFACTURING NEW PRODUCT AS SAME AND TO REGULATE CREDIT NOTE FOR IMPORTER
STAGE 4	TAKING REDUCTION REQUESTS	√	CONFIRM % RATE FROM IMPORTER RELATED TO PRODUCT(S)
STAGE 5	TAKING CREDIT NOTE REQUESTS	√	FROM MANUFACTURER AND/OR IMPORTER RELATED TO PRICING FAILS AND/OR PRODUCT ISSUES/RECLAMATIONS
STAGE 6	TAKING DEBIT NOTE REQUESTS	√	FROM MANUFACTURER AND/OR IMPORTER RELATED TO PRICING FAILS
STAGE 7	ACCOUNT STATEMENT	√	HOLDING THE DETAILS AND SENDING WHEN ASKING BY IMPORTER
STAGE 8	PROMOTION MATERIALS	√	HQ/HD PHOTOS, VIDEOS, POST, INSERT, etc. SENDING RELATED TO THE PRODUCTS THAT PURCHASED BY IMPORTER