



 **VBL COMPLAINTS**

The **VBL COMPLAINTS** system supports individual handling of each customer's complaint submission process. It's highly convenient both for the buyer and the store.

The customer can document the faulty product through uploading photos and/or a video; register their sales document; choose the preferred method of resolving the complaint to then send the declaration straight to the store, wherever and whenever they are and want.

HOW DOES IT WORK?



1. You notice that the product you received is faulty. You can go through a complete complaint procedure in 7 simple steps.



2. File a complaint.



3. Enter the purchase date together with the date when the damage was noticed.



4. Register the damage by attaching photos or a video.



5. Fill in all the necessary information regarding the purchase of the product such as the receipt, warranty.



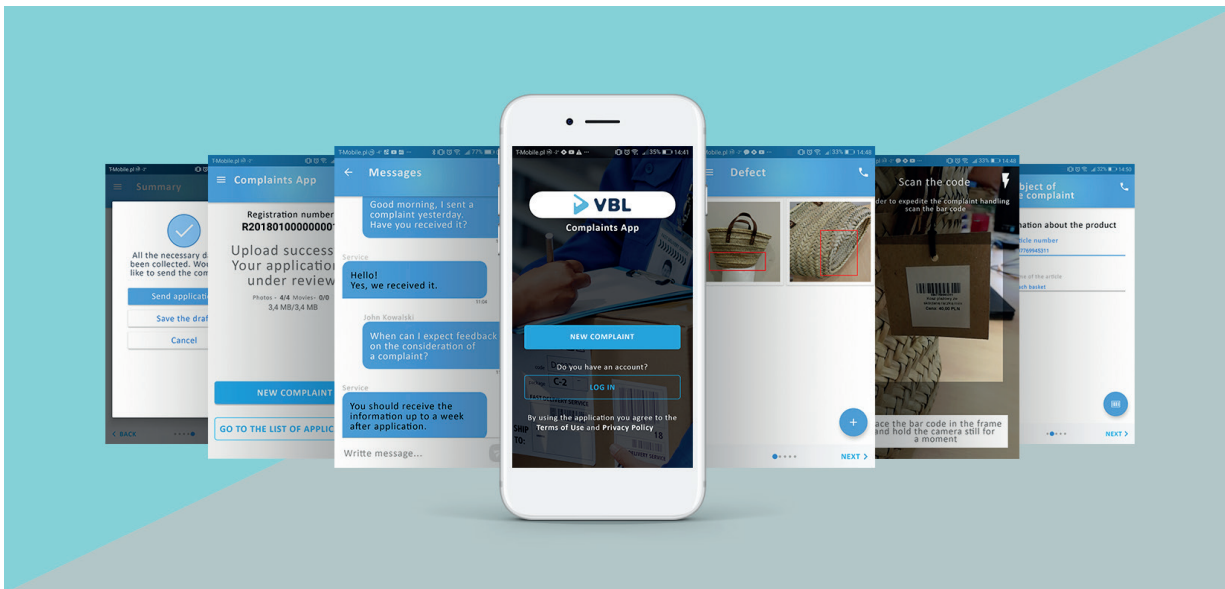
6. Choose your preferred complaint resolution; repair, refund etc.



7. Send the completed form.



8. You will now receive a PUSH notification about the status of your complaint.



OPTIDATA specialises in creating, delivering and servicing mobile solutions for business applications for 15 years. We have already created over 15,000 functioning mobile applications! The systems implemented by us are based on professional proprietary software, working with superior customer systems, including the POS systems. We owe the success of our services to experienced programmers, consultants and system engineers. Video Business Link applications are one of our products that we dedicate to entities looking for improvements in the areas of: insurance, complaints and service.