

O+F Design GmbH . Horlecke 42 . 58706 Menden

To  
all customers

22.11.2022

### **Customer service**

Dear business friend and partner,

with this e-mail I am addressing you, our indispensable and qualified local partner, with a special request as managing director of O+F Design GmbH.

Since the end of last week, the illness-related absence of our entire office service team has meant that we are currently only able to process your complaints and service requests to a very limited extent. However, we are working at full speed to close this gap again as quickly as possible by restructuring in-house.

At present, it is ensured that all your concerns in the areas of complaints and service are fully recorded and documented. However, the actual processing, solution finding and subsequent implementation will take more time. Therefore, there will be some delays in the next few days.

At this point, we urgently ask for your understanding and your indulgence as partners.

In this context, I as the managing director have also been informed by your ranks of the specialized trade, which is so important to us, that complaints, guarantee and warranty cases of the predecessor companies have in part not yet been completed and implemented to your complete satisfaction.

However, we at O+F Design GmbH would like to emphasize once again at this point that, contrary to the legal regulations, we will nevertheless enter into ALL processes without exception and complete them as quickly as possible to your satisfaction. In week 48/49 you will receive the first concrete implementation proposals from us for your processes. Unfortunately, it was not possible to complete this project more quickly because the predecessor companies had not created complete files in the past. However, this is an indispensable prerequisite for a solution-oriented approach to action in the interests of the specialist trade and is currently being made good in full.

If you have any further questions on this subject, please do not hesitate to contact me personally by telephone.

With friendly and cooperative greetings  
from the Niedersauerland and the Hönne town of Menden



Carsten Wille  
- Managing Director -