

How can I make a complaint about an EDQM Publications order?



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Answer:

All complaints and claims must be made in writing and must be sent via the [EDQM HelpDesk](#). For information on how to use the EDQM HelpDesk, please see the [HelpDesk User Manual](#).

In order to make sure your complaint is admissible, please read the document [How do I complain to the EDQM about an order](#). Any complaints received outside the time limit will unfortunately not be accepted.