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Reporting a Quality Concern or Complaint






Reporting a Quality Concern or Complaint

- Exsurco stands behind the quality of our products. 
- Should you have a complaint or not be completely satisfied with your product please call our Customer Service team to register a  complaint.
 - Our customer service team is available from 8am to 5pm Monday through Friday ET and here to assist you in any way.
 - Email: support@exsurco.com
 - Phone: 800-243-6049 (option #4)

Reporting a Quality Concern or Complaint

- To help investigate the event further we would require the following information at a minimum:
 1. Name and address 
 2. Account number
 3. Phone number and email address
 4. Part/product that the complaint is being filed on
 5. Serial number (equipment) or lot number (disposable) 
 6. A description of the event
 - Note: be as descriptive as possible
 - Also provide pictures, if available. 
 7. If a loaner is required

Reporting a Quality Concern or Complaint

- Once a complaint is received, we may contact you for for more information. 
- When the product is returned a preliminary evaluation is generally conducted and the product is repaired (if required) and restored to conformance  prior to being shipped back.
- A closure letter will be provided advising you of the outcome of the investigation regarding the reported event. 

Calling Exsurco for Assistance

Phone: 1-800-243-6049

Press the number below for the following departments:

- 1 – Sales & Clinical Support
- 2 – Marketing & Product Inquiries
- 4 – Customer Service or to Report a Quality Concern
- 5 – Technical Services
- 6 – Quality Department
- 7 – Accounting Department



Website: www.exsurco.com

Emails:

- Sales: sales@exsurco.com
- Information:
info@exsurco.com
- Support:
support@exsurco.com

