



DESCRIPTION OF COMPLAINT

POMBERGER
Goisern



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JOHANN VON GOISERN

Dare to be different



The brand **Johann von Goisern** has been known for decades for high-quality workmanship and excellent Austrian craftsmanship. Each pair of glasses goes through a production process in which it is carefully checked several times during manufacture.

However, mistakes are human, and they can occur in rare cases. Be it through faults in the raw materials used or a faulty step during manufacturing.

This guide should help to distinguish between incorrect use of the glasses and possible material or production defects. Do not hesitate to contact us, we can help you in any case.

For many years, our company POMBERGER Goisern GmbH has been standing for excellent and friendly customer service. We will gladly help you find a solution in any case - be it under warranty or not.

Important Notes

The assembling of an optical glass into the frame is not difficult.

However, to increase the life-time of your frame be aware of the following:

- **always consult a licensed optician for assembly/reparations**
- **avoid excessive heat**
- **your optical glass should not be too large (the frame might tear)**
- **never expose the frames to too much tension**



LEGITIMATED COMPLAINT

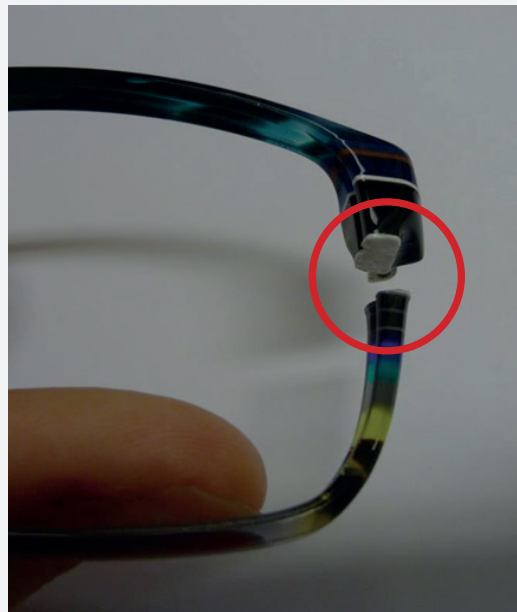
Clean fracture at color change (between the color layers)

Reason: poor quality of the material



Clean fracture at white layer, because the white material is brittle

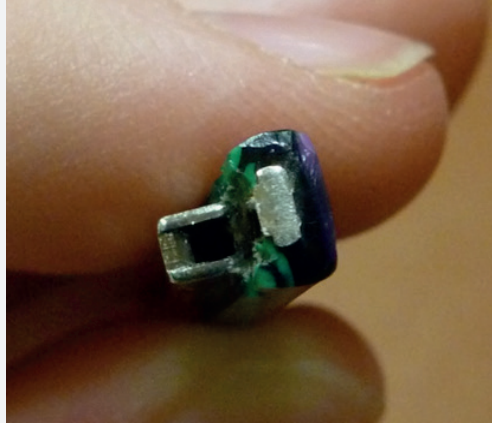
Reason: poor quality of the material



LEGITIMATED COMPLAINT

The spring hinge is plucked.

Reason: poor quality of the material
(applies only to the old delta hinge)



The temple insert slides out

Reason: The cotton acetate is active



NON LEGITIMATED COMPLAINT

The temples are just stained with sweat, which is easy to remove by polishing.

This can happen, when you wear the glasses.



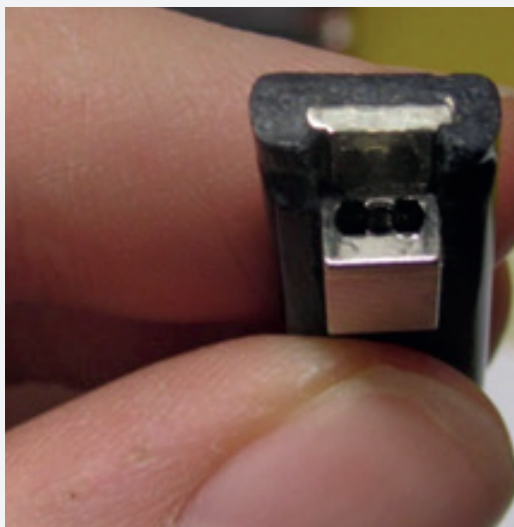
The fracture of the hinge cannot be caused by wearing the glasses, because it is very solid.

The hinge can only break by rough movements back and forth.



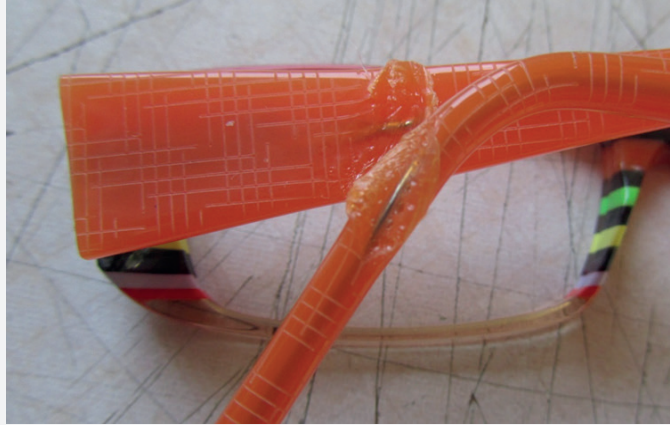
The spring of the broad hinge (Sigma 4,6, FlexUno) can just break by massive force influence.

Not by normal use!



NON LEGITIMATED COMPLAINT

The frame was too much warmed up and therefore the acetate got burnt.



A vertical, straight fracture is just possible by serious negligence.



NON LEGITIMATED COMPLAINT

The frame is all right, just used.

As you can see on the picture, there are just signs of using the frame. This is not a reason for complaint.



The frame is not broken at color change, but got totally damaged by heat.

When you take a look at the frame, you can see the blisters and the significant damages. The frame got deformed by external action.



NON LEGITIMATED COMPLAINT

Vertical fracture (no color change where the frame could break easily) and no material defect.



Deformation by too much heat such as described in our small folder.

