
PreaLab manages customer complaints through the following activities and commitments.

Immediate Attention to Complaints

PreaLab is committed to addressing any customer dissatisfaction promptly. To facilitate this, a contact form is available on the website www.prealab.mx where clients can leave their information and submit inquiries or concerns. Additionally, clients can reach out via the direct phone line (+52 81 2871 3288) or email Oscar Hennings (oscar.hennings@prealab.mx) our General Manager.

Complaint following

Complaint follow-up is handled personally by the General Manager, who maintains ongoing communication with the client, keeping them informed about the status and progress of their complaint.

Complaint Management

The General Manager is responsible for the administration and follow-up of complaints, ensuring resolution within no more than 10 business days from the date the complaint is received through any of the aforementioned channels.