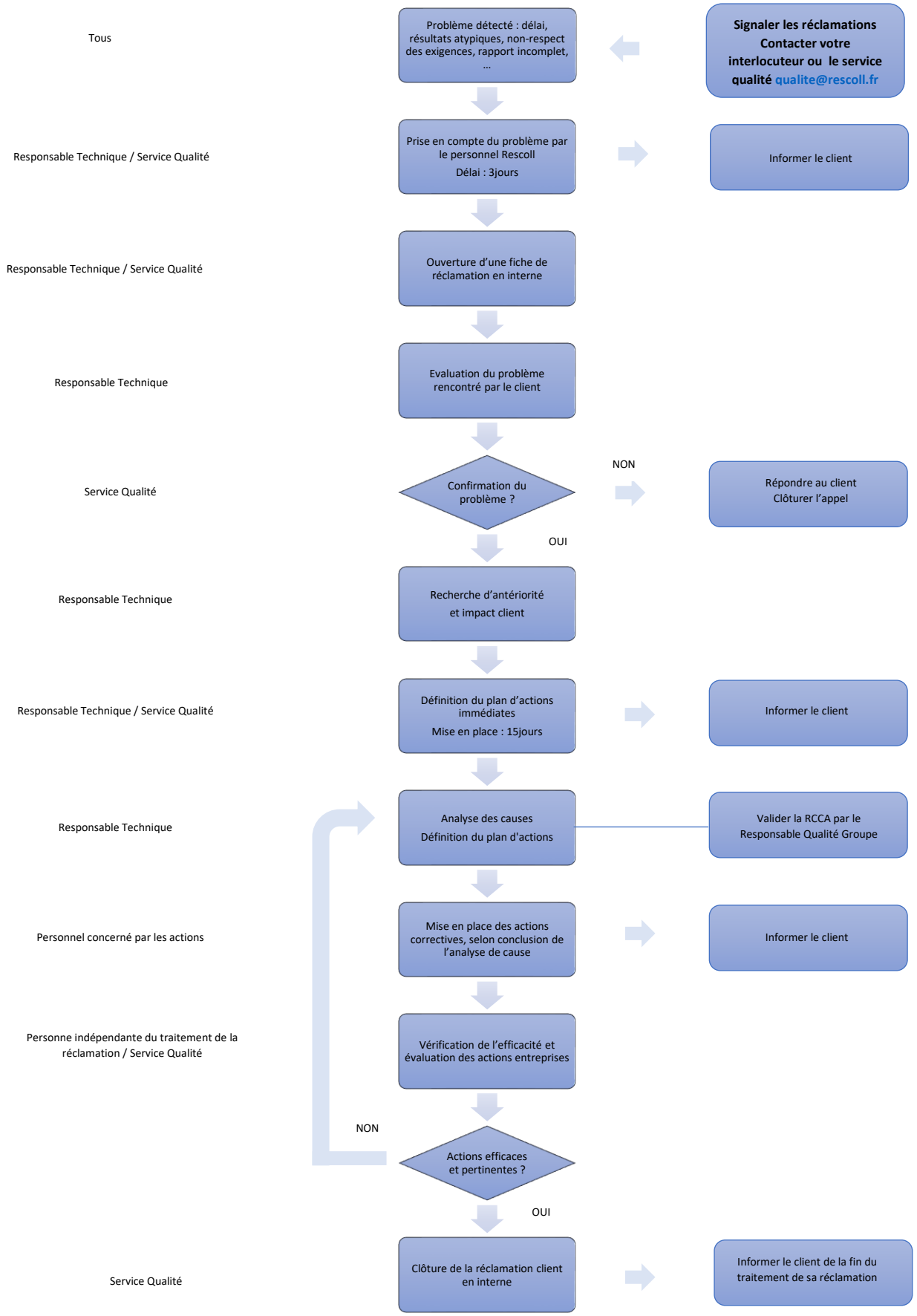Processus de réclamation client