



HIL Limited
CUSTOMER COMPLAINT COMPENSATION REPORT CONSTRUCTIONS & CHEMICALS

Dated:02/08/2023

| Complaint Details: | | | |
|----------------------------|---------------------------|---------------------------|-----------------------------------|
| Sales Representative: | VikasFSO(12345677) | Compensation Number:68258 | Complaint Tracking Number :139477 |
| Complaint Registered Date: | 01/08/2023 | Complaint Attended Date: | 01/08/2023 |
| Customer Name: | VINAYAK TRADERS (1134079) | | |
| Location: | DAG | State: | Rajasthan |
| Material Supplied From: | Faridabad Depot | Product: | EMULSION AND PAINT TRADING |
| Compensation Mode: | Replacement Basis | | |

| Investigation Details: | | | | | | | |
|------------------------|----------------------------|------------|--------------|------------|------------|-------------------|-------------------------------------|
| Product Code | Product Description | Invoice No | Invoice Date | Supply Qty | Defect Qty | Actual Defect Qty | Defect Type |
| 990005478 | BIRLA HIL INT PRIMER 20Ltr | 3000001435 | 22/07/2021 | 5 | 1 | 1 | RMP material color/Appearance Issue |
| 990005479 | BIRLA HIL INT PRIMER 10Ltr | 3000001435 | 30/07/2023 | 45 | 2 | 2 | Addition/Bonding issue |

| Compensation Recommendation: | | | | | | |
|--|----------------------------|----------------------------|-------|-------------|-------------------|--|
| Based on the above inspection details, the following size's recommended for compensation | | | | | | |
| Product Code | Product Name | Recommended Quantity(No's) | Units | Pacakge Qty | TotalQty in Units | |
| 990005478 | BIRLA HIL INT PRIMER 20Ltr | 1 | KG | 27 | 27.000 | |
| 990005479 | BIRLA HIL INT PRIMER 10Ltr | 2 | KG | 13.5 | 27.000 | |

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| Reviewed By  QUALITY ASSURANCE Dated:01/08/2023 | Approved By  I K PANDIT HEAD-QUALITY ASSURANCE Dated:01/08/2023 |
| Any Special Remarks:TRIAL | |
| version 3 dated 14.01.12 | |