



HIL Limited
CUSTOMER COMPLAINT COMPENSATION REPORT PIPES & FITTINGS

Dated:13/12/2021

Complaint Details:			
Sales Representative:	Shashi Kumar M(50002952)	Compensation Number:45927	Complaint Tracking Number :101474
Complaint Registered Date:	30/11/2021	Complaint Attended Date:	02/12/2021
Customer Name:	R.K.Jain Marketing (1125398)		
Location:	Davangere	State:	Karnataka
Material Supplied From:	Faridabad cPVC & uPVC Plant, Faridabad cPVC & uPVC Plant, Faridabad cPVC & uPVC Plant, Faridabad cPVC & uPVC Plant, APP Timmapur Plant, APP Timmapur Plant	Product:	Traded material
Compensation Mode:	Replacement Basis		

Investigation Details:							
Product Code	Product Description	Invoice No	Invoice Date	Supply Qty	Defect Qty	Actual Defect Qty	Defect Type
98000282	CPVC Solvent 15 ml	9910005536	29/04/2019	720	200	0	Shelf life of solvent expired
98000286	CPVC Concealed Valve 1"	2029004720	25/12/2019	100	100	100	Wrong Order Placed
98000286	CPVC Concealed Valve 1"	9910005609	31/05/2019	60	44	40	Wrong Order Placed
98000105	CPVC Ball Valve (Compact) 1 1/4"	9910005377	25/02/2019	32	32	0	Wrong Order Placed
98000256	CPVC Ball Valve (Two Piece) 1/2"	9910005377	25/02/2019	50	50	50	Wrong Order Placed
98000263	CPVC 45 D Elbow 1/2"	9910005377	25/02/2019	300	300	300	Non moving material
98000312	End Plug 3/4"	9910005377	25/02/2019	200	200	200	Non moving material

Compensation Recommendation:		
Based on the above inspection details, the following size's recommended for compensation		
Product Code	Product Name	Recommended Quantity(No's)
98000282	CPVC Solvent 15 ml	0
98000286	CPVC Concealed Valve 1"	100
98000286	CPVC Concealed Valve 1"	40
98000105	CPVC Ball Valve (Compact) 1 1/4"	0
98000256	CPVC Ball Valve (Two Piece) 1/2"	50

Reviewed By  SUMAN KHUNTIA QUALITY ASSURANCE Dated:13/12/2021	Approved By  I K PANDIT HEAD-QUALITY ASSURANCE Dated:13/12/2021
Any Special Remarks:CN will be issued against the sales return materials, complaint same as 95823	
version 3 dated 14.01.12	