



**HIL Limited**  
**CUSTOMER COMPLAINT COMPENSATION REPORT PIPES & FITTINGS**

Dated:04/04/2019

Complaint Details:			
Sales Representative:	Majid Ali (50002762)	Compensation Number:13089	Complaint Tracking Number :51381
Complaint Registered Date:	07/05/2018	Complaint Attended Date:	07/05/2018
Customer Name:	M.G. Traders (1106303)		
Location:	New Delhi	State:	Delhi
Material Supplied From:	Faridabad cPVC & uPVC Plant, Faridabad cPVC & uPVC Plant, Faridabad cPVC & uPVC Plant	Product:	UPVC
Compensation Mode:	Replacement Basis		

Investigation Details:							
Product Code	Product Description	Invoice No	Invoice Date	Supply Qty	Defect Qty	Actual Defect Qty	Defect Type
96000031	UPVC PIPES SCH 80 (6 MTR) 3/4"	2019004155	15/02/2018	300	48	48	Less OD
96000030	UPVC PIPES SCH 80 (6 MTR) 1/2"	2019004155	15/02/2018	50	2	2	Pin hole
96000035	UPVC PIPES SCH 80 (6 MTR) 2"	2019004155	15/02/2018	30	4	4	Less OD

Compensation Recommendation:		
Based on the above inspection details, the following size's recommended for compensation		
Product Code	Product Name	Recommended Quantity(No's)
96000031	UPVC PIPES SCH 80 (6 MTR) 3/4"	48
96000030	UPVC PIPES SCH 80 (6 MTR) 1/2"	2
96000035	UPVC PIPES SCH 80 (6 MTR) 2"	4

Reviewed By   SUMAN KHUNTIA QUALITY ASSURANCE Dated:19/05/2018	Approved By   I K PANDIT HEAD-QUALITY ASSURANCE Dated:19/05/2018
Any Special Remarks: During investigation, it was observed that the material has found defective. So these materials have to be replaced to Party.	
version 3 dated 14.01.12	