

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

Dated:25/02/2019

Complaint Details:			
Sales Representative:	Giri Babu B (50002746)	Compensation Number:15155	Complaint Tracking Number :53468
Complaint Registered Date:	19/06/2018	Complaint Attended Date:	19/06/2018
Customer Name:	DISTRIBUTOR, A/C Madhukar Electrical Co (1116817)		
Location:	Vijayawada	State:	Andhra Pradesh
Material Supplied From:	Faridabad cPVC & uPVC Plant, Faridabad cPVC & uPVC Plant, Faridabad cPVC & uPVC Plant, Faridabad cPVC & uPVC Plant	Product:	SWR
Compensation Mode:	Replacement Basis		

Investigation Details:							
Product Code	Product Description	Invoice No	Invoice Date	Supply Qty	Defect Qty	Actual Defect Qty	Defect Type
96000602	SWR Pipe Type A Solfit S/S 3m 75 mm	2019004816	31/03/2018	20	3	3	Other
96000604	SWR Pipe Type A Solfit S/S 3m 110 mm	2019004816	31/03/2018	20	4	4	Other
96000674	SWR Pipe Type A Pushfit S/S 3m 75 mm	2019004816	31/03/2018	250	18	18	Other
96000676	SWR Pipe Type A Pushfit S/S 3m 110 mm	2019004816	31/03/2018	400	34	34	Other

Compensation Recommendation:		
Based on the above inspection details, the following size's recommended for compensation		
Product Code	Product Name	Recommended Quantity(No's)
96000602	SWR Pipe Type A Solfit S/S 3m 75 mm	3
96000604	SWR Pipe Type A Solfit S/S 3m 110 mm	4
96000674	SWR Pipe Type A Pushfit S/S 3m 75 mm	18
96000676	SWR Pipe Type A Pushfit S/S 3m 110 mm	34

Reviewed By 	Approved By 
SUMAN KHUNTIA QUALITY ASSURANCE Dated:11/07/2018	I K PANDIT HEAD-QUALITY ASSURANCE Dated:11/07/2018

Any Special Remarks:The material have been damaged due to transportation . Customer required CN against the materials.

version 3 dated 14.01.12