

HIL Limited

CUSTOMER COMPLAINT COMPENSATION REPORT PIPES & FITTINGS

Dated:04/04/2019

Complaint Details:

Sales Representative:	Rajendra K Chaturvedi (50002570)	Compensation Number:14979	Complaint Tracking Number :53762
Complaint Registered Date:	27/06/2018	Complaint Attended Date:	04/07/2018
Customer Name:	Vora Bros & Co (1122936)		
Location:	Mumbai	State:	Maharashtra
Material Supplied From:	APP-Tinmapur Depot,APP-Tinmapur Depot,APP-Tinmapur Depot,APP-Tinmapur Depot,APP-Tinmapur Depot,APP-Tinmapur Depot,APP-Tinmapur Depot,APP-Tinmapur Depot,APP-Tinmapur Depot,APP-Tinmapur Depot,APP-Tinmapur Depot,APP-Tinmapur Depot,APP-Tinmapur Depot,APP-Tinmapur Depot	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
98000122	CPVC Solvent 118 ml	9910003422	19/04/2018	96	96	0	Shelflife of Solvent expired
98000123	CPVC Solvent 237 ml	9910003422	19/04/2018	48	48	0	Shelflife of Solvent expired
98000126	CPVC Solvent Tube 59 ml	9910003422	19/04/2018	72	72	0	Shelflife of Solvent expired
98000145	UPVC Solvent 118 ml	9910003422	19/04/2018	96	96	0	Shelflife of Solvent expired
98000146	UPVC Solvent 237 ml	9910003422	19/04/2018	48	48	0	Shelflife of Solvent expired
98000149	UPVC Solvent Tube 59 ml	9910003422	19/04/2018	72	72	0	Shelflife of Solvent expired
98000210	CPVC Solvent 473 ml	9910003422	19/04/2018	24	24	24	Shelflife of Solvent expired
98000211	CPVC Solvent 946 ml	9910003422	19/04/2018	12	12	0	Shelflife of Solvent expired
98000222	UPVC Solvent 473 ml	9910003422	19/04/2018	24	24	24	Shelflife of Solvent expired
98000211	CPVC Solvent 946 ml	9910003422	19/04/2018	12	12	12	Shelflife of Solvent expired
98000224	UPVC Solvent Tube 29.5 ml	9910003422	19/04/2018	144	144	0	Shelflife of Solvent expired
98000225	CPVC Solvent Tube 29.5 ml	9910003422	19/04/2018	72	72	0	Shelflife of Solvent expired
98000282	CPVC Solvent 15 ml	9910003422	19/04/2018	144	144	0	Shelflife of Solvent expired

Compensation Recommendation:

Based on the above inspection details, the following size's recommended for compensation

Product Code	Product Name	Recommended Quantity(No's)
98000122	CPVC Solvent 118 ml	0
98000123	CPVC Solvent 237 ml	0
98000126	CPVC Solvent Tube 59 ml	0
98000145	UPVC Solvent 118 ml	0

98000146	UPVC Solvent 237 ml	0
98000149	UPVC Solvent Tube 59 ml	0
98000210	CPVC Solvent 473 ml	24
98000211	CPVC Solvent 946 ml	0
98000222	UPVC Solvent 473 ml	24
98000211	CPVC Solvent 946 ml	12
98000224	UPVC Solvent Tube 29.5 ml	0
98000225	CPVC Solvent Tube 29.5 ml	0
98000282	CPVC Solvent 15 ml	0

Reviewed By  SUMAN KHUNTIA QUALITY ASSURANCE Dated:05/07/2018	Approved By  I K PANDIT HEAD-QUALITY ASSURANCE Dated:05/07/2018
Any Special Remarks:The solvent cement come near by expired date. The customer required replacement of Solvent cement.	
version 3 dated 14.01.12	