



HIL Limited
CUSTOMER COMPLAINT COMPENSATION REPORT PIPES & FITTINGS

Dated:29/12/2021

Complaint Details:			
Sales Representative:	Kalyan Maji(50003339)	Compensation Number:47355	Complaint Tracking Number :101662
Complaint Registered Date:	06/12/2021	Complaint Attended Date:	06/12/2021
Customer Name:	Goyal Marketing (1132609)		
Location:	Siliguri	State:	West Bengal
Material Supplied From:	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
96000165	UPVC TRANS MTA 1"	2019015377	30/06/2021	80	1	0	Brass Crack
96000303	UPVC End Cap 1 1/2"	2019015543	20/07/2021	60	2	0	Cracking

Compensation Recommendation:		
Based on the above inspection details, the following size's recommended for compensation		
Product Code	Product Name	Recommended Quantity(No's)
96000165	UPVC TRANS MTA 1"	0
96000303	UPVC End Cap 1 1/2"	0

Reviewed By  SUMAN KHUNTIA QUALITY ASSURANCE Dated:29/12/2021	Approved By  I K PANDIT HEAD-QUALITY ASSURANCE Dated:29/12/2021
Any Special Remarks:Qty replaced, Hence complaint settled	
version 3 dated 14.01.12	