



HIL Limited
CUSTOMER COMPLAINT COMPENSATION REPORT PIPES & FITTINGS

Dated:08/12/2018

| Complaint Details: | | | |
|----------------------------|--|---------------------------|----------------------------------|
| Sales Representative: | Rajendra K Chaturvedi (50002570) | Compensation Number:15317 | Complaint Tracking Number :53629 |
| Complaint Registered Date: | 22/06/2018 | Complaint Attended Date: | 18/07/2018 |
| Customer Name: | Distributor, A/C Om Namashivaya Enterprises (1121922) | | |
| Location: | Kalyan- Thane | State: | Maharashtra |
| Material Supplied From: | Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant | Product: | Pressure Pipes |
| Compensation Mode: | Replacement Basis | | |

| Investigation Details: | | | | | | | |
|------------------------|--------------------------------|------------|--------------|------------|------------|-------------------|--------------------|
| Product Code | Product Description | Invoice No | Invoice Date | Supply Qty | Defect Qty | Actual Defect Qty | Defect Type |
| 96000857 | Pressure Pipe CLASS-2 3m 75mm | 2029000185 | 07/06/2018 | 100 | 99 | 99 | Wrong Order Placed |
| 96000859 | Pressure Pipe CLASS-2 3m 110mm | 2029000185 | 07/06/2018 | 100 | 100 | 100 | Wrong Order Placed |
| 96000876 | Pressure Pipe CLASS-3 3m 110mm | 2029000185 | 07/06/2018 | 100 | 100 | 100 | Wrong Order Placed |

| Compensation Recommendation: | | |
|--|--------------------------------|----------------------------|
| Based on the above inspection details, the following size's recommended for compensation | | |
| Product Code | Product Name | Recommended Quantity(No's) |
| 96000857 | Pressure Pipe CLASS-2 3m 75mm | 99 |
| 96000859 | Pressure Pipe CLASS-2 3m 110mm | 100 |
| 96000876 | Pressure Pipe CLASS-3 3m 110mm | 100 |

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|--|--|
| Reviewed By  | Approved By  |
| SUMAN KHUNTIA QUALITY ASSURANCE Dated:26/07/2018 | I K PANDIT HEAD-QUALITY ASSURANCE Dated:26/07/2018 |
| Any Special Remarks:Materials have been received at Golan plant. Customer required CN against the materials. | |
| version 3 dated 14.01.12 | |