

HIL Limited
CUSTOMER COMPLAINT COMPENSATION REPORT PIPES & FITTINGS

Dated:27/03/2020

Complaint Details:			
Sales Representative:	Sarfāraj Islam (50002654)	Compensation Number:14986	Complaint Tracking Number :51582
Complaint Registered Date:	15/05/2018	Complaint Attended Date:	22/05/2018
Customer Name:	Dis, A/C Chitra Traders & Suppliers (1120043)		
Location:	Burdwan	State:	West Bengal
Material Supplied From:	Faridabad cPVC & uPVC Plant,Faridabad cPVC & uPVC Plant,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
96000674	SWR Pipe Type A Pushfit S/S 3m 75 mm	2019005082	27/04/2018	350	1	1	Other
96000674	SWR Pipe Type A Pushfit S/S 3m 75 mm	2019005082	27/04/2018	350	15	15	Short supply
96000676	SWR Pipe Type A Pushfit S/S 3m 110 mm	2019005082	27/04/2018	200	6	6	Other
96000676	SWR Pipe Type A Pushfit S/S 3m 110 mm	2019005082	27/04/2018	200	3	3	Short supply
96000694	SWR Pipe Type A Pushfit D/S 2ft 75 mm	2019005082	27/04/2018	20	4	4	Short supply
96000712	SWR Pipe Type A Pushfit D/S 3m 110 mm	2019005082	27/04/2018	20	2	2	Other
96000706	SWR Pipe Type A Pushfit D/S 6ft 75 mm	2019005082	27/04/2018	20	2	2	Short supply

Compensation Recommendation:		
Based on the above inspection details, the following size's recommended for compensation		
Product Code	Product Name	Recommended Quantity(No's)
96000674	SWR Pipe Type A Pushfit S/S 3m 75 mm	1
96000674	SWR Pipe Type A Pushfit S/S 3m 75 mm	15
96000676	SWR Pipe Type A Pushfit S/S 3m 110 mm	6
96000676	SWR Pipe Type A Pushfit S/S 3m 110 mm	3
96000694	SWR Pipe Type A Pushfit D/S 2ft 75 mm	4
96000712	SWR Pipe Type A Pushfit D/S 3m 110 mm	2
96000706	SWR Pipe Type A Pushfit D/S 6ft 75 mm	2

Reviewed By  SUMAN KHUNTIA QUALITY ASSURANCE Dated:05/07/2018	Approved By  I K PANDIT HEAD-QUALITY ASSURANCE Dated:05/07/2018
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Any Special Remarks:Shortage & transit damage materials received at customer end. So customer required CN .
version 3 dated 14.01.12