

HIL Limited
CUSTOMER COMPLAINT COMPENSATION REPORT PIPES & FITTINGS

Dated:10/04/2020

Complaint Details:			
Sales Representative:	Rahul Gupta (50002702)	Compensation Number:10397	Complaint Tracking Number :48239
Complaint Registered Date:	22/11/2017	Complaint Attended Date:	26/11/2017
Customer Name:	Distributor, A/C Kalra Pipe & Machinery Store (1106314)		
Location:	Panipat	State:	Haryana
Material Supplied From:	Faridabad cPVC & uPVC Plant,Faridabad cPVC & uPVC Plant,Faridabad cPVC & uPVC Plant,Faridabad cPVC & uPVC Plant	Product:	CPVC
Compensation Mode:	Replacement Basis		

Investigation Details:							
Product Code	Product Description	Invoice No	Invoice Date	Supply Qty	Defect Qty	Actual Defect Qty	Defect Type
96000240	CPVC TRANS FTA 2"	2019002964	13/10/2017	6	6	6	Wrong Order Placed
96000231	cPVC Trans MTA 2"	2019002964	13/10/2017	6	6	6	Wrong Order Placed
96000084	CPVC TRANS FTA 1" X 1/2"	2019002964	13/10/2017	8	8	8	Wrong Order Placed
96000345	CPVC Trans MTA 1" x 1/2"	2019002964	13/10/2017	8	8	8	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)
96000231	cPVC Trans MTA 2"	6
96000240	CPVC TRANS FTA 2"	6
96000084	CPVC TRANS FTA 1" X 1/2"	8
96000345	CPVC Trans MTA 1" x 1/2"	8

Reviewed By 	Approved By 
SUMAN KHUNTIA QUALITY ASSURANCE Dated:11/12/2017	I K PANDIT HEAD-QUALITY ASSURANCE Dated:11/12/2017

Any Special Remarks:	
	version 3 dated 14.01.12