



**HIL Limited**  
**CUSTOMER COMPLAINT COMPENSATION REPORT PIPES & FITTINGS**

Dated:27/03/2020

Complaint Details:			
Sales Representative:	Sarfāraj Islam (50002654)	Compensation Number:12684	Complaint Tracking Number :50624
Complaint Registered Date:	10/04/2018	Complaint Attended Date:	12/04/2018
Customer Name:	Distributor, 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	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
96000676	SWR Pipe Type A Pushfit S/S 3m 110 mm	2019004246	23/02/2018	100	1	1	Other
96000704	SWR Pipe Type A Pushfit D/S 4ft 110 mm	2019004246	23/02/2018	30	2	2	Other
96000708	SWR Pipe Type A Pushfit D/S 6ft 110 mm	2019004246	23/02/2018	20	1	1	Other

Compensation Recommendation:		
Based on the above inspection details, the following size's recommended for compensation		
Product Code	Product Name	Recommended Quantity(No's)
96000676	SWR Pipe Type A Pushfit S/S 3m 110 mm	1
96000704	SWR Pipe Type A Pushfit D/S 4ft 110 mm	2
96000708	SWR Pipe Type A Pushfit D/S 6ft 110 mm	1

Reviewed By   SUMAN KHUNTIA QUALITY ASSURANCE Dated:26/04/2018	Approved By   I K PANDIT HEAD-QUALITY ASSURANCE Dated:26/04/2018
Any Special Remarks: West Bengal Sales person checked and verified the same. Customer required replacement against the materials.	
version 3 dated 14.01.12	