



HIL Limited
CUSTOMER COMPLAINT COMPENSATION REPORT PIPES & FITTINGS

Dated:04/04/2019

Complaint Details:			
Sales Representative:	Sudhir Gupta (50002611)	Compensation Number:14653	Complaint Tracking Number :53277
Complaint Registered Date:	09/06/2018	Complaint Attended Date:	09/06/2018
Customer Name:	Distributor, A/C Shri Laxmi Tube Company (1106327)		
Location:	Faridabad	State:	Haryana
Material Supplied From:	Faridabad cPVC & uPVC Plant, Faridabad cPVC & uPVC Plant, Faridabad cPVC & uPVC Plant	Product:	Traded material
Compensation Mode:	Replacement Basis		

Investigation Details:							
Product Code	Product Description	Invoice No	Invoice Date	Supply Qty	Defect Qty	Actual Defect Qty	Defect Type
98000212	UPVC BALL VALVE 1/2" (Compact)	2019004751	30/03/2018	500	5	5	Valve leakage
98000132	UPVC BALL VALVE 1" (Compact)	2019003822	05/01/2018	200	2	2	Ball movement in valve
98000216	UPVC BALL VALVE 2" (Compact)	2019005085	27/04/2018	24	1	1	Ball movement in valve

Compensation Recommendation:		
Based on the above inspection details, the following size's recommended for compensation		
Product Code	Product Name	Recommended Quantity(No's)
98000212	UPVC BALL VALVE 1/2" (Compact)	5
98000132	UPVC BALL VALVE 1" (Compact)	2
98000216	UPVC BALL VALVE 2" (Compact)	1

Reviewed By 	Approved By 
SUMAN KHUNTIA QUALITY ASSURANCE Dated:27/06/2018	I K PANDIT HEAD-QUALITY ASSURANCE Dated:27/06/2018
Any Special Remarks:It is due to installation problem of Plumber . Customer required replacement for Customer Good will.	
version 3 dated 14.01.12	