



**HIL Limited**  
**CUSTOMER COMPLAINT BREAKAGE COMPENSATION REPORT**

Dated:13/04/2020

| <b>Complaint Details:</b>  |   |                           |                                  |
|----------------------------|---|---------------------------|----------------------------------|
| Sales Representative:      | Gautam Kumar(50002037)  | Compensation Number:14380 | Complaint Tracking Number :50870 |
| Complaint Registered Date: | 21/04/2018  | Complaint Attended Date:  | 02/06/2018                       |
| Party Name:                | BEHARI LAL RAJINDER LAL(1113728)                                    | Location:                 | AMRITSAR Punjab                  |
| Material Supplied From:    | Hyderabad FOB Plant   | Product:                  | Flat Products                    |
| Invoice Number and Date:   | (2006003496,09/04/2018)   |                           |                                  |
| Product Details:           | (AEROCON C-BOARD 6MM 1.83M X 1.22M, Flex-O-Board 6MM 2.44M X 1.22M) |                           |                                  |

| <b>Breakage Investigation Details:</b> |                                |               |                   |  |  |
|--|--------------------------------|---------------|-------------------|--|--|
| Supplied Quantity (No's)               | Total Breakage Quantity (No's) | Transporter   | Total Breakages % | Allowed Breakage%(as per agreement with the party) | Actual Breakage Quantity In No's (after excluding 3% Breakage Qty) |
| 700                                    | 19                             | Jain Roadways | 2.71              | 0  | 19   |
| Remarks For Any Special Approvals:     |                                |               |                   |  |  |

| <b>Compensation Recommendation:</b>  |                            |
|--|----------------------------|
| Based on the above inspection details, please supply to the above party ( Flat Products ) (19) numbers (in words): (NINETEEN ) or (0.42) Metric Tons of following size |                            |
| Recommended Size   | Recommended Quantity(No's) |
| Flex-O-Board 6MM 2.44M X 1.22M   | 4                          |
| AEROCON C-BOARD 6MM 1.83M X 1.22M  | 15                         |
| or issue the credit note for the above mentioned quantity of material based on the above invoice price and considering below mentioned sales recommendations.          |                            |

|   |  |
|---|--|
| Reviewed By<br><br>Avinash KHATRE<br>QUALITY ASSURANCE<br>Dated:06/06/2018 | Approved By<br><br>I K PANDIT<br>HEAD-QUALITY ASSURANCE<br>Dated:06/06/2018 |
| Comments/Approval from Sales:   |  |
| Based on the above, credit amount of .... to be issued to the above customer.   |  |
| Name of the person:   |  |
| Head Sales - Panels/Blocks/Hysil/Drymix Products:   |  |
| Signature:  |  |
| Any Special Remarks:  |  |
| version 3 dated 14.01.12  |  |