

Date: 16 September 2015

The procedure of managing of quality complaints

Due to the continuous process to increase customer satisfaction Relpol have made changes in managing of the quality complaints procedures. **This changes will be implemented from 1th of October 2015.**

We are committed to deliver goods free from physical and legal defects.

However, if the quality of purchased products will be unsatisfactory, you have the right to send a complaint.

We assure you that in case of defects in our products we will do our best to meet your trust.

Below is a procedure in the event if Relpol products do not meet your quality expectations:

1. In the event of a defect in the product purchased in Relpol you should immediately send by e-mail the complaint application form to a customer service employee (contact person from the sales/export department). **The complaint should be sent on the claim notification form (Appendix 1).** All fields on this document shall be fill as closely as possible in English or German. Please note that on send to Relpol the claim notification form information shall be reliable and accurate to easily identification of the cause of non-compliance and rapid completion of the complaint process. **In case of lack of a reliable filled Annex 1 which you informs us about failure product the Quality Management Department in Relpol do not give you RMA number which will not allow you to return to us the claimed products. This is equivalent to the non consideration of your complaint by Relpol.** In addition to filled claim notification form please send the scan an invoice confirming that you purchase of products which are the subject of the complaint.
2. The Quality Department of Relpol after receipt of filled claim notification (Appendix 1) **registers the complaint and provide you the RMA number.** In the next steps of the complaint procedure and correspondence with Relpol please send the assigned RMA number for the complaint.
3. After receipt the RMA number concerning of the complaint please immediately send the complained products to Relpol S.A. ul. 11 Listopada 37, 68-200 Żary, Poland with a clear marking on the delivery note of the complained products by the RMA number to efficiently identification. Please also pay attention to the appropriate protection of goods from damage in shipment.
4. After receiving the claimed product **the correspondence with you concerning the complaint will be with responsible for the complaint Relpol Quality Department employees.** The customer service department (sales/export department) will be informed about the steps.

5. **The notified complaint we will consider and send you Relpol statement immediately but no later than within 14 days from the date of filing the complaint notification form** (with the exception of individual agreements between the customer and the Relpol). The method of managing of the complaint all customers will be informed in writing by sending 8D report by Relpol Quality Department.

Thank you in advance for your understanding and in case any questions please feel free to contact us.

Best Regards

A handwritten signature in black ink, appearing to read "Bartłomiej Szydłowski".

Bartłomiej Szydłowski
Export Director

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