

GAMET S.A.

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Making a complaint procedure

GAMET S.A. is liable for the goods sold on a statutory warranty basis.

1. Upon collection of deliveries, the Consignee shall check the condition and contents of the shipment with the carrier present during the inspection.

If any non-compliance, damage or shortage of packages in a delivery is found, a damage report shall be drawn up with the present freight-forwarder and complaint notice shall be completed using the form provided by the carrier.

A copy of this report should be sent to the sales department of GAMET S.A immediately.

2. Consideration shall be given to quantitative or qualitative complaints related to deliveries completed on the "Complaint Report" and sent by mail, fax, or e-mail. The report needs to specify the invoice number, the number of commercial packages received compared to the delivery documents with details of any discrepancies or qualitative non-compliance found and the state of the shipment, including the security features such as the brand tape.
3. All individual items covered by a qualitative complaint have to be secured during the return transport in a suitable manner so that each handle is wrapped in film preventing its further damage until the item concerned is submitted for evaluation of Seller.
4. Any shipment of the goods covered by a complaint shall be made after a prior notification thereof to a commercial representative of the Seller and through a courier company nominated by the Seller. No returns shall be accepted without a prior agreement of the Seller and shall be sent back at the expense of the Consignee.

5. Complaints have to be sent in below terms, depending on its character:
 - **any complaint concerning any quantitative shortage of multiple packages** delivered needs to be reported maximum one day after shipment acceptance day,
 - **any complaint concerning any mistakes in the range of products** delivered are accepted within one week after shipment acceptance day,
 - **any complaint concerning any shortage of items in commercial packages** is accepted within one month of the shipment acceptance day, provided a photo or a photocopy of the commercial label or the details of the commercial label: packer no., batch ID, packing date, etc., are provided
 - **qualitative complaints** – up to 30 days after discovering the defect
6. After receiving a completely fulfil complaint protocol, Complaint Board will check its legitimacy.
7. The Supplier shall respond to a complaint within 14 days after receiving. Complaint should fulfil all formal requirements specified in this procedure.
8. If a complaint is accepted by the Seller, the Seller shall satisfy the Consignee's claim as provided for in the applicable regulations of the Civil Code, not later than within 3 months of receiving a complete complaint notification.
9. This complaint procedure applies to all Consignees, unless individual terms and conditions of complaint procedure have been agreed under a separate document.

Prezes Zarządu
Paweł Szczepkowski

Definitions:

- * **carrier** – a transport company cooperating with Seller,
- ** **commercial package** - shall be a package containing a number of item pieces as per the packing standard of GAMET S.A. in accordance with the commercial label.
- *** **multiple package** - is a protective package used only for transport, i.e. (1 commercial package is 1 door handle package, whereas multiple package is a box containing 10 commercial packages).

Appendix:

1. Appendix no. 1. Complaint Report



COMPLAINT NOTIFICATION - COMPLAINT REPORT

No..... Date:.....

I. Complaint data - to be completed by Client

Company complaining (name, address, person, contact tel. no.)			
Goods code	No. of pieces	Invoice no.	Defect description
Total:			

Appendixes:

defect photo	<input type="checkbox"/>
label photo	<input type="checkbox"/>
goods return	<input type="checkbox"/>

II. GAMET S.A. warehouse - goods acceptance

Warehouse keeper accepting the goods:..... Data:.....

Acknowledgement of quantitative compliance:.....

III. Complaint Board of GAMET S.A. - claim validity consideration

Composition:	1.	3.
	2.	4.

Complaint valid: YES NO

Remarks:

Defective items handling: SCRAP SELECTION RETURN

Items selection place:

IV. Sales Department - decision on complaint implementation

Complaint implemented: YES - FOR COMMERCIAL REASONS NO

Remarks:

V. Packing / Warehouse Department - selected batch

Accepted quality [pcs] -

Rejected quality [pcs] -

VI. Complaints Department - accounting

Account no. to credit the complaints costs:

Complaint settlement method:

Replacement* Amended invoice

* Only if:
 - the items are in stock
 - the quantity is not less than a full commercial package

VII. Scrapping

Sheet no.: