
	<b>Instruction In-I/DZ</b>	Edition: IV
	<b>QUALITY GUARANTEE AND PRODUCT NON- CONFORMANCE CLAIMS CONSIDERATION PROCEDURE</b>	From date: 01.08.2018
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<b>Authorization</b>	<b>To prepare</b>	<b>To verify</b>	<b>To approve</b>
<b>Status</b>	Quality & Complaints Manager	Quality Management Officer	Member of the board
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<b>Data</b>			
<b>Signature</b>			

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## 1. Purpose of the manual

The purpose of the manual is to set a detailed standard procedure of dealing with claims related to quality guarantee and order inconsistency ( product non- conformance).

## 2. Scope of instructions

The manual is to be used by AS-PL Sp. z o.o. employees while conducting, documenting, overseeing and coordinating procedures of dealing with claims related to quality guarantee and order inconsistency ( product non- conformance)

## 3. The Procedure


In the event a product purchased is found as non-conforming to the purchase order, the Purchaser shall submit a complaint notification form to *AS-PL Sp. Z o.o.* in accordance with the provisions of Section 3 below, within 7 days since the product delivery. The complaint notification form shall include a detailed description of the product found as non-conforming to the purchase order, the type of non-conformance, circumstances under which the nonconformance was found as well as the invoice number and date of issue. The form is available at [www.as-pl.com](http://www.as-pl.com) under the tab “Support”

In the event a defect is found in the purchased product, the Purchaser shall submit a guarantee notification form to *AS-PL Sp. z o.o.* in accordance with the provisions of Section 3 below immediately after the defect is found but not later than within 7 days. The guarantee notification form shall include a detailed description of the defective product, the type of defect, circumstances under which the defect was found, the date when the defect was found as well as the invoice number and date of issue. The form is available at [www.as-pl.com](http://www.as-pl.com) under the tab “Guarantee Terms and Conditions”.

Any guarantee or complaint notifications shall be made by filling in the RMA notification form at the website address <https://en.as-pl.com/reclamation>

Any notifications made in any other form shall be rejected.

Within 3 working days the Purchaser shall receive an e-mail with the RMA complaint number and a link to the website where the status of the given complaint/guarantee notification can be checked.

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The Customer shall send or deliver the product complained about to:

**AS-PL Sp. z o.o., ul. Słoneczna 53 83-240 Lubichowo , with a note “REKLAMACJA/COMPLAINT”.** The RMA number shall be put in a visible place on the packaging of the product complained about.

In the event products are returned by the Purchaser due to their non-conformance to the purchase order, the product shall bear no signs of assembly or damage and must be returned in its original, undamaged packaging.

Products shall be sent to the service centre through any forwarding company or delivered in person to the *AS-PL Sp. z o.o.* office. The costs of posting or delivery shall be borne exclusively by the Purchaser. Any parcels posted at the recipient’s cost (COD) shall be rejected.

Any parcels with products are recommended to be properly secured against damage. *AS-PL Sp. z o.o.* shall not be liable for any transport damages to the products.

Any parcels sent to the Complaints Department at *AS-PL Sp. z o.o.* with no visible RMA number shall be rejected. Any complaint/guarantee notification in which the information specified in Sections 1 and/or 2 above is missing shall be rejected without being considered.

The Purchaser may check the status of the given complaint/guarantee notification by clicking the link sent together with the RMA number or by sending an e-mail to [claimsinfo@as-pl.com](mailto:claimsinfo@as-pl.com)

#### **4. Related documents**

In-II/DZ Instructions for using the form

#### **5. Attachment**

Z-1 Guarantee Terms and Conditions