

COMPLAINT HANDLING PROCEDURE

This procedure lays down the manner of receiving and handling complaints addressed to Odlewnia Kutno sp. z o.o. (hereinafter referred to as the Foundry) by the customer of the goods.

1. THE COURSE OF THE COMPLAINT PROCESS

- 1.1. The complaint process consists of the following stages:
 - 1.1.1. receiving of a complaint and its registration;
 - 1.1.2. processing of the complaint;
 - 1.1.3. response to the complainant.
- 1.2. Over the complaint process, it is necessary to:
 - 1.2.1. factor in all the circumstances of the case, thoroughly and with due diligence;
 - 1.2.2. aim at amicable resolution of disputes arising between the customer and the Foundry.
- 1.3. A Foundry's employee receives the complaint in an electronic form. It should include the following information:
 - 1.3.1. Part number;
 - 1.3.2. Production date;
 - 1.3.3. Number of the delivery slip or purchase document;
 - 1.3.4. Incorrect amount;
 - 1.3.5. Description of the problem;
 - 1.3.6. Attachments (photographs or tests reports).
- 1.4. In case it has been determined that the information listed in paragraph 1.3 is incomplete, the Foundry requests the customer to supplement the information within 5 working days. After ineffective expiry of this period, the complaint is automatically rejected.
- 1.5. Lodging a complaint does not release the customer from the obligation to pay liabilities towards the Foundry in a timely manner.
- 1.6. Goods included in the complaint remain at the Foundry's disposal and discretion until the complaint is settled.

2. CONFIRMATION OF LODGING THE COMPLAINT

- 2.1. The complaint in an electronic form should be sent to: quality@odlewniakutno.eu
- 2.2. A complete complaint is registered at the Foundry and the customer receives a registration confirmation within 1 working day.
- 2.3. The complaint process commences at the day the customer is sent a complaint registration confirmation.

3. COMPLAINTS HANDLING MANNER

- 3.1. The customer should receive a response to the complaint without undue delay, not later than within 15 working days of the complaint registration date.
- 3.2. In case of the impossibility to respond within 15 working days, a person handling the complaint should notify the customer of this fact in writing and include the details on:
 - 3.2.1. reasons for extension of the complaint handling time;
 - 3.2.2. circumstances that need to be determined;
 - 3.2.3 the anticipated time limit for the response, which cannot be longer than the one set out in the letter.
- 3.3. In case the complaint is deemed valid, the decision on the manner of handling the defective goods rests with the Foundry.
- 3.4. In case the goods inconsistent with the order occur in the amount less than 2% of the delivered batch, the Foundry is obliged to undertake remedial actions and to notify the customer of the manner of removing the defect.
- 3.5. Unless agreed otherwise, the Foundry is not bearing costs of operation performed on the batch of goods, such as machining, assembly, disassembly, and decommissioning.
- 3.6. The complaint on the inconsistency of goods constituting less than 2% of the delivered batch are treated by the Foundry as a notification on the goods defects, not a complaint. Such a notification qualifies the case as the one where measures leading to reduction or elimination of the root causing the inconsistency are taken. The Foundry does not reimburse any costs incurred on the inconsistent batch constituting less than 2% of the ordered batch. The goods are not eligible for return, unless agreed otherwise.
- 3.7. Completion of the complaint process in terms of accounting takes place after a debit note is issued by the customer for the Foundry, or by issuing a correcting invoice by the Foundry.

4. COMPLAINTS HANDLING CONDITIONS

4.1. Quantity complaints have to be stated in a form of a complaint report drawn up immediately after the delivery of goods, however, not later than within 2 days of the delivery date. The report has to indicate discrepancies between the actual state and the delivery note and waybill.

4.2. Quality complaints regarding goods manufactured in a manner incompliant with the agreed technical conditions are handled as follows:

4.2.1 Quality complaints regarding visible inconsistencies should be reported immediately they are detected, however, not later than within 2 days of the delivery date. After this period, the customer loses the guarantee rights in this respect.

4.2.2. Quality complaints regarding hidden casting defects should be reported immediately they are detected, however, not later than within 24 months of the delivery date. After this period, the customer loses the guarantee rights in this respect.

4.3. Complaints regarding corrosion of details not requiring corrosion protection are not to be accepted. If the corrosion protection has been ordered by the customer, the complaint regarding this matter has to be lodged within 2 working days of the delivery date.

4.4. In case the Foundry abandons the collection of defective goods, settlement is made after a written e-mail consent for scrapping the goods has been granted by the Foundry and after the customer has sent a document confirming the disposal of the defective goods.

4.5. In case the customer has interfered, repaired on their own, or disposed of the goods without the Foundry's consent, the complaint is deemed groundless. The Foundry will not accept any financial documents the customer issues without prior agreement and approval of the Foundry.

4.6. Settlement of the complaint may take place only after the Foundry has approved the complaint and the accounting documents issued with regard to it (debit notes). Set-off of the complaint costs without meeting all the above conditions will be treated as underpayment of the liabilities.

4.7. As each complaint may be of a different nature, the Foundry allow for the possibility to make separate arrangements with the customer over the complaint processing.