

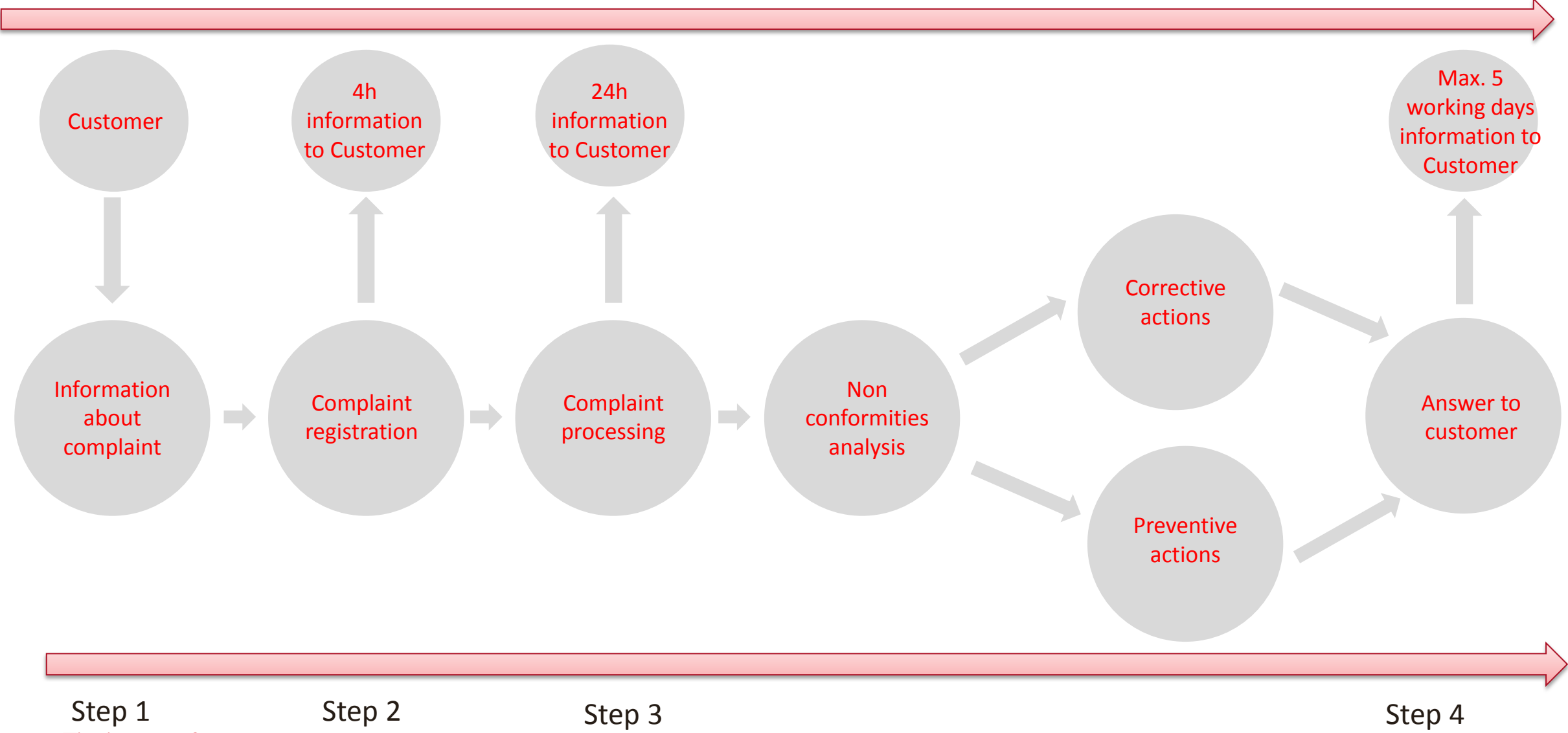
Quality Department

Complaint procedure

The beauty of precision.



Process of complaint handling



Step 1
The beauty of precision.

Step 2

Step 3

Step 4

CONTACT

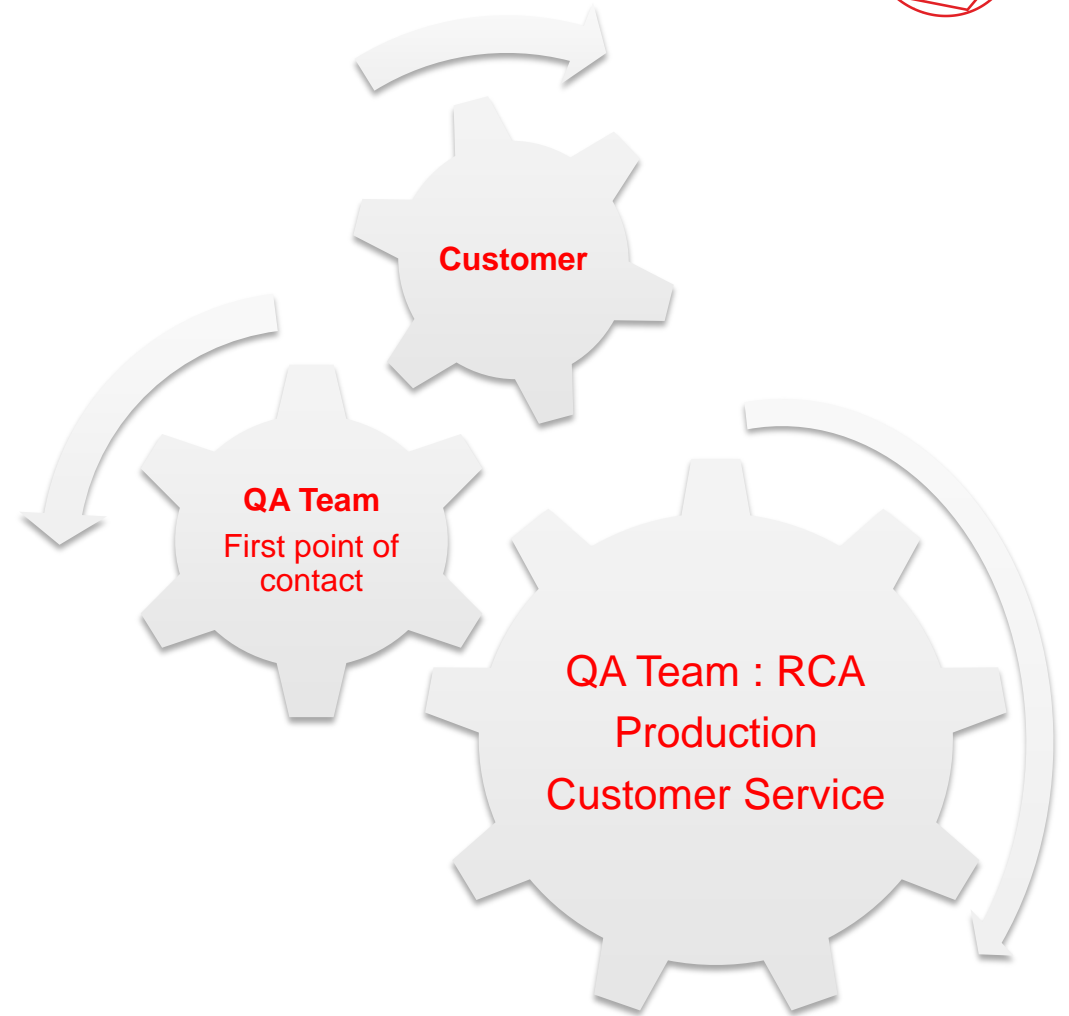


CONTACT:

One and fast point of contact: teamsupport@marmite.eu.
Team, devoted from Quality Assurance Department, responsible for administration of complaints.

TEAM:

Experienced and competent team responsible for complaint reception, supervision over complaint examination and analysis, complaints' statistics, report.



COMPLAINT REQUIREMENTS



ELEMENTS NEEDED FOR COMPLAINT SOLVING :

- Complaint report with article number, product name, quantity (marmite form F-1037 or customer form)
- Picture of the defect and of the box
- Picture of the label from the claimed product
- Proof of purchase (invoice or order number)
- In case of claim that require Marmite inspection and pick up please provide us with logistic data: number of pallets, weight and dimensions

F-1037 Complain report 2018-06-11

COMPLAINT REPORT



PRODUCER:

MARMITE SP. Z O.O.

Przemysłowa 4, Zakrzewo

62-070 Dopiewo, POLSKA

Tel: +48(0)61-894 50 00

Fax: +48(0)61-894 50 30

CUSTOMER INFORMATION:

Company name, address (ex. Company stamp)/ contact person:

Please attach to the report:

- Pictures of the defects
- Photo of the labels
- Proof of purchase

INFORMATION ABOUT PRODUCT:

No.	Article number:	Name of product:	Quantity:	Invoice number or order number or production date (from product label)
1				
2				
3				
4				
5				

DESCRIPTION OF ERROR/ ADDITIONAL COSTS:

PREFERRED METHOD OF CLAIMS SOLUTIONS (please underline appropriate):

Credit note / replacement / repair / discount / spare part

TIME



Two ways of solving complaints:

- **Fast track**, for single (up to for example 15 pcs) pieces, complaint will be handled according to the rule: **4h-24h-48h**. Customer is served in three steps after sending complaint to Marmite
 - first reply in **4h** time, to confirm to customer that complaint was received by the Complaint team,
 - second one in **24h** times, lacking data from customer,
 - third one with response to the customer within appx. **48h (only if lacking data provided)**.

The entire process will be closed within **5 working days** including credit note.

- **Complex complaint** (over 15 pcs) dedicated for multi-pieces complaints that need Marmite internal inspection. Here, time schedule is agreed individually with client with consideration to the customer supply schedules.

STANDARDS FOR COMPLAINTS SOLVING



To define, if the complaint is valid, Marmite follow :

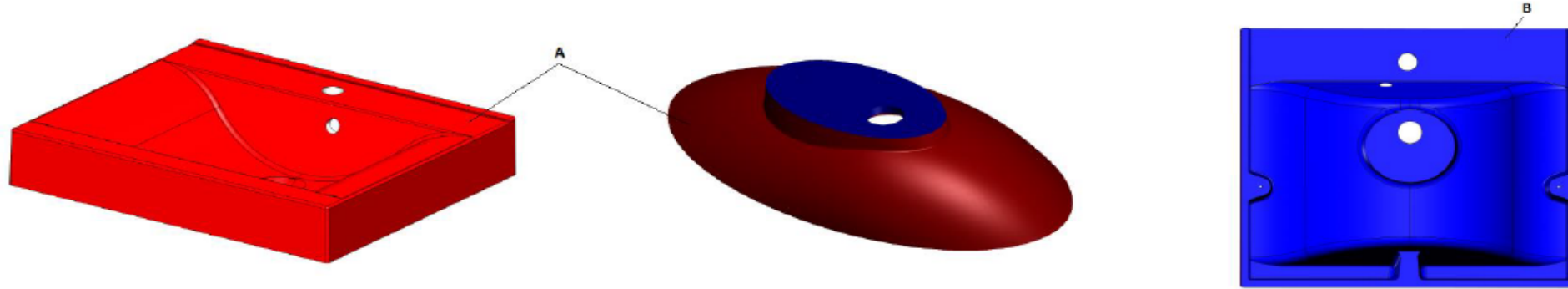
- General standards
- Specific standards described by customer
- Printouts and specifications for concerned product agreed with customer Information about documents that the customer could refer: General Sales Conditions/Contract / Assembly Instruction

GENERAL STANDARDS MARMITE



WASHBASIN

PRODUCT INSPECTION ZONE



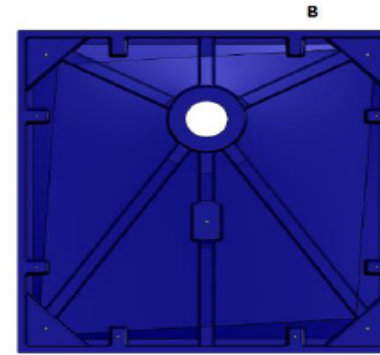
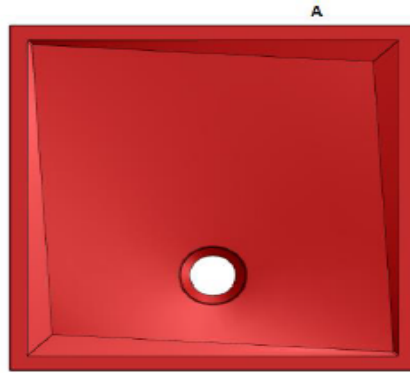
DESCRIPTION		TOLERANCES – A ZONE	TOLERANCES – B ZONE	METHOD OF MEASURE	
SURFACE IMPERFECTION	SCRATCHES, STRAKES, STAINS, DISCOLORATION, CHIPS	UNACCEPTABLE	ACCEPTABLE	VISUAL, FROM 50 CM	
	SURFACE DEFORMATIONS LARGER THAN 5 MM	UNACCEPTABLE	ACCEPTABLE	VISUAL, FROM 50 CM, MEASURING EQUIPMENT	
	GELCOAT SURFACE	• CRACKS IN PAINT	UNACCEPTABLE	ACCEPTABLE	VISUAL, FROM 50 CM
		• AIR BUBBLES	UNACCEPTABLE	ACCEPTABLE SMALLER THAN 10 MM	
• INCORRECT PAINTING		UNACCEPTABLE	UNACCEPTABLE		
SHAPE	DEFLECTION OF PRODUCT – BENDING, TWIST	<50 CM +/- 1 MM >50 CM +/- 1,5 MM	<50 CM +/- 1 MM >50 CM +/- 1,5 MM	MEASURING EQUIPMENT	
INCOMPATIBILITY OF THE PRODUCT WITH LABEL OR TECHNICAL DOCUMENTATION	TYPE, COLOUR, ACCESSORIES, INCORRECT HOLES		UNACCEPTABLE		VISUAL
	DIMENSIONS	• LENGTH	0/+3 MM		MEASURING EQUIPMENT
		• WIDTH	0/+2 MM		
		• HIGHT	+/- 2 MM		
		• THICKNESS – TOP THICKNESS < 25 MM	-1/+1 MM		
		• THICKNESS – TOP THICKNESS 25 >MM	-1/+2 MM		
• HOLES LOCATION	+/- 2 MM				
MECHANICAL DAMAGES	PRODUCT PACKAGING, DAMAGED EDGES	UNACCEPTABLE		VISUAL	

GENERAL STANDARDS MARMITE

SHOWER TRAYS



PRODUCT INSPECTION ZONE



DESCRIPTION		TOLERANCES – A ZONE	TOLERANCES – B ZONE, DOUBLE MOULD	TOLERANCES – B ZONE, SINGLE MOULD	METHOD OF MEASURE	
SURFACE IMPERFECTION	SCRATCHES, STRAKES, STAINS, DISCOLORATION, CHIPS		UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	
	SURFACE DEFORMATIONS LARGER THAN 5 MM		NO MORE THAN 3 ON THE 10X10CM ²	ACCEPTABLE	ACCEPTABLE	
	GELCOAT SURFACE	• CRACKS IN PAINT	UNACCEPTABLE	UNACCEPTABLE	N/A	VISUAL, FROM 100 CM
		• AIR BUBBLES	UNACCEPTABLE	ACCEPTABLE SMALLER THAN 20 MM		
• INCORRECT PAINTING		UNACCEPTABLE	UNACCEPTABLE			
SHAPE	DEFLECTION OF PRODUCT – BENDING, TWIST		$<1200 \pm 2 \text{ MM}$ $>1200 \pm 3 \text{ MM}$		MEASURING EQUIPMENT	
INCOMPATIBILITY OF THE PRODUCT WITH LABEL OR TECHNICAL DOCUMENTATION	TYPE, COLOUR, ACCESSORIES, INCORRECT HOLES		UNACCEPTABLE		VISUAL	
	DIMENSIONS	• LENGTH	0/+5 MM		MEASURING EQUIPMENT	
		• HEIGHT	+2/-1 MM			
		• BENDING	$<1200 \text{ MM}$	$\pm 2 \text{ MM}$		
			$>1200 \text{ MM}$	$\pm 3 \text{ MM}$		
		• WIDTH	0/+5 MM			
		• THICKNESS	+2/-1 MM			
		• FEET LOCATION	$\pm 7 \text{ MM}$			
		• HOLES LOCATION	$\pm 2 \text{ MM}$			
• HOLES DIAMETER	$\pm 1 \text{ MM}$					
MECHANICAL DAMAGES	PRODUCT PACKAGING, DAMAGED EDGES		UNACCEPTABLE		VISUAL	

GENERAL STANDARDS MARMITE



BATHTUBS

PRODUCT INSPECTION ZONE



DESCRIPTION		TOLERANCES – A ZONE	TOLERANCES – B ZONE	TOLERANCES – C ZONE	METHOD OF MEASURE	
SURFACE IMPERFECTION	SCRATCHES, STRAKES, STAINS, DISCOLORATION, CHIPS	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE	VISUAL, FROM 50 CM – A ZONE VISUAL, FROM 100 CM – B ZONE	
	SURFACE DEFORMATIONS LARGER THAN 5 MM	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE		
	SURFACE DEFORMATIONS SMALLER THAN 5 MM	UNACCEPTABLE	ACCEPTABLE	ACCEPTABLE	VISUAL, FROM 100 CM, MEASURING EQUIPMENT	
	GELCOAT SURFACE	• CRACKS IN PAINT	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE	VISUAL, FROM 50 CM
		• AIR BUBBLES	UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE SMALLER THAN 20 MM	
• INCORRECT PAINTING		UNACCEPTABLE	UNACCEPTABLE	ACCEPTABLE		
SHAPE	DEFLECTION OF PRODUCT – BENDING, TWIST	+/- 3 MM			MEASURING EQUIPMENT	
INCOMPATIBILITY OF THE PRODUCT WITH LABEL OR TECHNICAL DOCUMENTATION	TYPE, COLOUR, ACCESSORIES, INCORRECT HOLES		UNACCEPTABLE		---	
	DIMENSIONS	• LENGTH, WIDTH, HEIGHT	+10/-10 MM			MEASURING EQUIPMENT
		• HOLES LOCATION	+/- 3 MM			
		• HOLES DIAMETRE	+/- 1 MM			
		• FEET LOCATION	+/- 5 MM			
MECHANICAL DAMAGES	PRODUCT PACKAGING, DAMAGED EDGES	UNACCEPTABLE			VISUAL	



Thank you! 😊

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