
C o u r s e o f a c t i o n i n c a s e o f a f o r e i g n q u a l i t y c o m p l a i n t .

I. OBJECTIVE

The objective of this instruction manual is to specify the course of action in order to resolve a foreign quality complaint in the Rolled Products Division of CELSA Huta Ostrowiec (ZWW).

II. QUANTITY COMPLAINT

A quality complaint pertains to the difference between the weight declared by CELSA Huta Ostrowiec in the shipment documentation and the weight of the material acquired from the customers weight measurements.

A difference not bigger than 100 kg (truck deliveries) and 200 kg (rail deliveries) does not qualify as it is within the weight tolerance.

The quality complaint must be lodged within three business days from the date of delivery unless otherwise stated in the contract.

III. COURSE OF ACTION

In case of a weight difference:

1. Buyer/consignee creates a protocol from a committee examination of goods upon unloading, signed by the buyer (authorized person) and the carrier (truck forwarder or PKP CARGO authorized personnel).
2. Buyer/consignee submits the report within three business days from the date of delivery, in a written form to the Marketing and Planning Department in Ostrowiec Świętokrzyski along with the following information:
 - Delivery or transport number,
 - Specification of material inconsistent with documentation,
 - Accurate specification of missing quantity for each bundle separately according to the following example:

Bundle number	Weight according to label (kg)	Weight of bundle upon delivery (kg)	Difference (kg)

- Protocol from a committee examination of goods upon delivery,
 - Comments related to the quality complaint.
3. During claim consideration the Marketing and Planning Department reserves the right to request additional information/explanations from the buyer/consignee.
 4. The material must remain in the condition present upon delivery until the claim is resolved by the Marketing and Planning Department of CELSA Huta Ostrowiec.
 5. Following the receipt and analysis of the above mentioned information, the Marketing and Planning Department makes a decision regarding the acceptance or rejection of such a complaint.
 6. Following the consideration of each quantity complaint the Marketing and Planning Department sends a written reply (by e-mail, fax or post) to the client, with a copy to the Commercial Office, informing of acceptance or rejection of such a claim.
The consideration period for quantity complaint is 5 business days starting from the delivery date of the claim to the Marketing and Planning Department.
 7. In case of acceptance of a quantity claim, a correction to the invoice in the amount of missing material is issued. There is no possibility for quantity correction.
 8. English is the correspondence language for both the client and the Marketing and Planning Department.