

GAMET S.A.

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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 freight-forwarder present and a complaint notice shall be completed using the form provided by the carrier.

A copy of the 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 email. 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.

The Consignee shall immediately notify the Seller thereof, with the notification made at least once a month.

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 to the Complaint Board.

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.

- **any complaint concerning any quantitative shortage of multiple packages** delivered needs to be reported on the shipment acceptance day,
 - **any complaint concerning any mistakes in the range of products** delivered are accepted within one week of the 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** - upon receiving a fully completed Complaint Report, the Complaint Board shall verify the validity of the complaint made.
5. The Supplier shall respond to a complaint within 14 days of receiving it. 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.
6. This complaint procedure applies to all Consignees, unless individual terms and conditions of complaint procedure have been agreed under a separate document.

Definitions:

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 handle package, whereas multiple package is a box containing 10 commercial packages).

Appendix no. 1. Complaint Report

Prezes Zarządu
Szczepkowski
Paweł Szczepkowski

Michał Kuryllo
WICEPREZES DS. SPRZEDAŻY
I MARKETINGU

GAMET®**COMPLAINT NOTIFICATION - COMPLAINT REPORT**

No.

Date:

I. Complaint data - to be completed by ClientCompany complaining (name,
address, person, contact tel. no.)

Goods code	No. of pieces	Invoice no.	Defect description
Total:			

Appendixes:

defect photo

label photo

goods return

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.:

