

	Instruction In-II/ DZ	edition: IV
	Instructions on how to fill in the form	of day: 02.08.2018
		page: 1/9

1. **The purpose of the instruction**
2. **The scope of the instruction**
3. **The procedure**
4. **Required documetation**

Authorization	Reported	Checked	Approved
Position	Quality & Complaints Manager	Quality Management Officer	Member of the board
Name and Surname	Adrian Majkut	Marta Wróblewska	
Date			
Signature			

	Instruction In-II/ DZ	edition: IV
	Instructions on how to fill in the form	of day: 02.08.2018
		page: 2/9

1. The purpose of the instruction

The purpose of the instruction is to establish a uniform and detailed procedure with examining claims for the quality guarantee and non-compliance of the goods with the order.

2. The scope of the instruction

The instruction is used by AS-PL company employees with limited liability when documenting activities related to the complaint process.

3. The procedure.

Complaint filing process of goods to complaints is divided into two procedures - standard and extended.

3.1. Standard procedure.

3.1.1. Stage one:

<input checked="" type="radio"/> Standard procedure For products purchased until 1.08.2018 period of 12 months from the sale date through AS-PL For products purchased after 1.08.2018 period of 24 months from the sale date through AS-PL	Customer number ?
	81234
	Invoice number ?
	01222/08/2018
	Product name as in the invoice ?
	S005
	<input type="button" value="next"/>

Enter the data included in the invoice:

- Customer number
- Invoice number
- Product number

	Instruction In-II/DZ	edition: IV
	Instructions on how to fill in the form	of day: 02.08.2018
		page: 3/9

The system verifies whether the given part was purchased within the last 12 months by the given customer (until 01.08.2018) / 24 months (from 01.08.2018) and whether it has already been complained about. If the verification is successful, a new window will open.

3.1.2. Stage two:

Complainant

Phone

Email

Decription of the defect

Your own application ID

[next](#)

Fill in the remaining fields.

An e-mail will be sent to the address stated in the claim notification. The e-mail will contain the following information:

- RMA number – the ID of the complaint (This should be placed in a visible place of the product complained about)
- Information about the shipment of the product - Notification date
- Link to check the complaint status

 Alternators, Starters & Parts	Instruction In-II/ DZ	edition: IV
	Instructions on how to fill in the form	of day: 02.08.2018
		page: 4/9

3.2. Extended procedure

3.2.1. Stage one:

<input checked="" type="radio"/> Extended procedure For products purchased until 1.08.2018 period of 12 months from the date of final sale For products purchased after 1.08.2018 period of 24 months from the date of final sale	Customer number ?
	81234
	Invoice number ?
	01222/08/2018
	Product name as in the invoice ?
	S005

Enter the data included in the invoice:

- Customer number
- Invoice number
- Product name

The system verifies whether the given part was purchased by the given customer within the last 36 months and whether it has been already complained about. If the verification is successful, a new window will open.

3.2.2. Stage two:

Date of final sale
2018-08-01
Final sale document <input type="button" value="Open....."/>

Fill in the remaining fields:

- the date of final sale
- a document confirming the final sale

	Instruction In-II/DZ	edition: IV
	Instructions on how to fill in the form	of day: 02.08.2018
		page: 5/9

Has the item been defective since the beginnign Yes No

Complainant

Phone

Email

Decription of the defect

Your own application ID

[next](#)

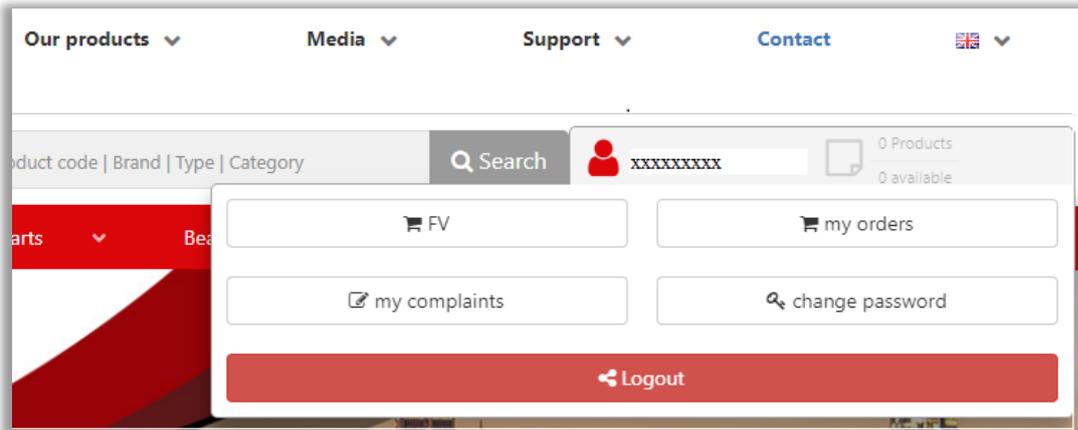
Fill in the remaining fields.

An e-mail will be sent to the address stated in the claim notification. The e-mail will contain the following information:

- RMA number – the ID of the complaint (This should be placed in a visible place of the product complained about)
- Information about the shipment of the product - Notification date
- Link to check the complaint status

 Alternators, Starters & Parts	Instruction In-II/ DZ	edition: IV
	Instructions on how to fill in the form	of day: 02.08.2018
		page: 6/9

The appearance of the client's interface looks like as follows:



Complaint form

Thank you for reporting

RMA: 0187-311-18

Print [you need to put on your part]

If necessary, I will contact the complaints department.

Team AS-PL Sp. z o.o.

	Instruction In-II/DZ	edition: IV
	Instructions on how to fill in the form	of day: 02.08.2018
		page: 7/9

Status of the complaint.

1. Status „Awaiting shipment” -package on the way (unclaimed).

Your complaint

RMA number: **032-000-18** [you need to put on your part]

Date: **2018-01-05 14:53:55**

Current status: **Awaits shipment**

Description:

NOT WORKING

Send a shipment to the address:

AS-PL Sp. z o.o.
 ul. Słoneczna 53,
 83-240 Lubichowo
 Poland

with a note COMPLAINT

2. Status „Currently processed”, the product is being verified by the Technical Department.

Your complaint

RMA number: **032-000-18** [you need to put on your part]

Date: **2018-08-29 14:49:40**

Current status: **Currently processed**

	Instruction In-II/DZ	edition: IV
	Instructions on how to fill in the form	of day: 02.08.2018
		page: 8/9

3. Status „Not recognized” informs about the reason for not accepting the complaint (goods still in the Company's headquarters)

Your complaint

RMA number: **032-000-18** [you need to put on your part]

Date: **2018-08-17 11:38:48**

Current status: **Not recognized**

4. Status "Recognized" informs about the acceptance of the complaint.

Your complaint

RMA number: **032-000-18** [you need to put on your part]

Date: **2018-08-30 10:17:21**

Current status: **Accepted**

5. Status „ Completed [rejected] – informs that the product has been sent to the customer.

Your complaint

RMA number: **032-000-18** [you need to put on your part]

Date: **2015-06-19 11:50:04**

Current status: **Completed [Rejected]**

	Instruction In-II/DZ	edition: IV
	Instructions on how to fill in the form	of day: 02.08.2018
		page: 9/9

6. Status „ Completed [Accepted] - informs that an invoice correction for the complaint was issued and sent.

Your complaint

RMA number: **032-000-18** [you need to put on your part]

Your own ID: **xxxxx**

Date: **2018-08-23 11:18:42**

Current status: **Completed [Accepted]**