

A. CONTACT DETAILS

Company name or stamp:	2	ALUPROF Client No.:	5
		Date of notification:	6
		Invoice No. or the date of purchase:	7
		Order No.:	8
Claimant (name and surname):	3	Phone No.:	9
E-mail:	4	Fax:	10

B. THE SUBJECT OF A CLAIM / RETURN

No.	Marking/symbol	Quantity	Unit	Production date	Commen
1					
2					
3					
4					
5					

Comments

- In the column Marking/symbol enter the catalogue name of the product or a symbol of the finished product.
- In the column Production date enter the data from the label or packaging or for SK read the print on the inside.

C. INFORMATION IDENTIFYING THE INSTALLATION AND OPERATION

Name of installation company:	11	Installation site or failure detection site:	12
		Date of installation:	13
		Completion date:	14

D. DESCRIPTIONS

Description of the complaint causes: / Description of the return cause: 15

Description of provided samples and/or photos: 16

Customer expectations: 17

For proper complaint notification please legibly fill in all of the above blanks.
Documentation of all claims will allow for efficient processing of your claim / return.

TO BE COMPLETED BY THE

CLAIM ACCEPTANCE, to be filled in by Aluprof

Name and surname:	Date of claim:	Signature:
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COMMENTS

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The complaint procedure is part of the ALUPROF SA Quality Policy aimed to:

- 1) Immediate consideration of the complaint;
- 2) Achieve the content of the parties concerning the claim,
- 3) Elimination of the causes of the complaint,
- 4) Reach the decision to eliminate a possible dispute of ALUPROF SA counterparty with a client,
- 5) Continuous improvement of the level of complaint handling procedure.

Complaint procedure

CLAIMANT	<p>1) Filing a complaint must be made by sending a completed CLAIM APPLICATION FORM to:</p> <p>reklamacje_ao@grupakety.com</p> <p>with the necessary photographic documentation identifying non-compliance.</p> <p>2) If it is necessary to send the goods being the subject of a claim after claim notification a completed copy of the CLAIM APPLICATION FORM should be attached to the shipped product paying attention to:</p> <ol style="list-style-type: none"> a) claim procedure of the system components requires a description of the defect in the claim protocol or in the attachment, b) to the claim of roller shutters, gates and grilles must be attached: <ul style="list-style-type: none"> ⇒ claimed roller shutters, grilles and gates have to be accompanied by, ⇒ photocopy of the delivery protocol with the enclosed repair card, ⇒ description of the building development and maintenance of the claimed roller shutter gate or rolling grille. <p>3) In case of shipments carried out by AO transport, the driver shall secure a defective product, along with the protocol and production-complaint documentation.</p> <p>Transport performance should be previously reported to the AO.</p>
ALUPROF	<p>4) After the acceptance of the complaint the person conducting the claim shall inform by e-mail about number assignment. In a situation where it will be necessary to supplement the documentation the AO employee shall contact the claimant.</p> <p>5) Consideration of the complaint shall be made within 10 days from the date of correct and complete notification. You shall be informed within 4 days if the complaint is unfounded.</p> <p>In the case of the need for additional research and/or expertise necessary to determine the exact cause of non-compliance an individual time of inquiry can be set in consultation with the claimant.</p>

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