

Dear Customer,

Statement for Customer Complaint Management System

Solenis strives to ensure that all customers will always receive products according to Solenis standards and in compliance with Solenis specifications.

Any deviation from the standard affecting our customers is taken seriously and are instrumental in investigating the associated root causes in deeper detail via Solenis Customer Complaints System.

When the issue is communicated, a customer complaint is raised immediately by Customer Service in our Solenis Incident Reporting System and teams are assigned to identifying root cause, immediate actions and ways of implementing solutions to prevent such problems recurring.

Solenis objective is to provide an answer to the customer in less than 30 days.

In order to start the investigation as soon as possible and to provide a good and fast answer, your collaboration is essential, so we would appreciate:

- Please, provide the most detailed information available to your Sales Representative or Customer Service (description, pictures, video, samples). A form is available from our Commercial Area to help provide all the required information.
- For product quality complaints, providing a sample of affected material would be appreciated for better investigation. A sample of each batch manufactured by Solenis is retained for material shelf life or maximum 2 years, however it is important that a sample is supplied from the customer rather than relying on the results of a retained sample. Customer samples are always the best samples to test as they are the direct link between the customer and the issues experienced. There would be a substantial improvement in finding the root cause of an issue when testing a customer sample compared to a retained sample. There are numerous other reasons that are not indicative of a manufacturing fault. Packaging, application, transport and contamination issues are just a few examples of the type of problems that you may experience and are likely to be missed without a customer sample to analyse. If a cross-check sample cannot be obtained on time for whatever reason and the retained sample is rechecked and found to be of an acceptable standard, we will have done as much as we can in terms of an investigation and the complaint will unfortunately have to be closed. We try to avoid or minimize this type of situations as this does not help Solenis in being able to deal with potential issues and does not give you confidence in the quality and consistency of Solenis products.
- Delivery complaints: please, add any issue detected in the POD before signing the document. This helps us provide documented evidence to a carrier.
- Contact your Solenis representative as soon as the issue happens. This would start the investigation immediately and could avoid repetitive complaints. The longer the communication is delayed, the more difficult the investigation becomes. Each issue will be dealt with on a case-by-case basis, but as a general rule, Solenis has established that complaints due to delivery issues older than 15 days from the day of delivery could not be accepted. Product Quality complaints raised after 60 days from the day the issue happened could not be accepted.

Please raise any additional questions directly with your Sales Representative or Customer Service Contact.

Sincerely,

Marta Ramos
EMEA Regional Quality Manager

This document is generated by customer request and it's not mandatory part of Solenis Customer Complaint Management System.

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