

APPROVED:

Production Director

SOLAR STEEL CONSTRUCTION LLC


Serhii SIDOROV02. 09. 2024

REGULATION

on submitting and processing claims

1. General

1.1. The main purpose of reviewing complaints, claims, appeals, and proposals from Customers is to eliminate defects and violations that gave rise to the Customer's appeal, improve customer service, and increase employees' responsibility while performing their official duties.

1.2. This document sets out the procedure for the company and its internal structural and functional divisions to process customer complaints, claims, appeals, and proposals.

1.3. Complaints, claims, appeals, and proposals (hereinafter referred to as "appeals") submitted in an official manner shall be subject to mandatory review. Refusal to accept appeals is not allowed.

1.4. Reviewing customer appeals and coordination of this work shall be carried out by the Technical Control and Quality Department (hereinafter referred to as TC&Q), which acts on the basis of the approved Regulation.

2. Procedure for Filing Complaints, Claims and Proposals

2.1. If the client has any complaints about the quality of the products, the client shall contact the manufacturer directly via e-mail at s.ivashchenko@solarsk.com.ua.

2.2. The appeal must contain the following information:

- **surname, first name – for an individual;**
- **contact phone number;**
- **company name – for a legal entity;**
- **postal address or e-mail address to send a response;**
- **contract number;**
- **specification number;**
- **photo of the packaging label;**

- **photo of the product in question;**
- **name of the product in question and its quantity;**
- **description of the claim, with reference to regulatory documents.**

2.3. Appeals that do not contain identification data (name, surname / company name) or the claimant's location (address) shall be deemed anonymous. Based on the nature of the appeal, it must be forwarded to the relevant structural unit to eliminate defects.

2.4. If the specific claimant has already had this question answered before, a decision may be made to terminate correspondence with that claimant, provided that the previously prepared answers have been sent to that claimant's address and contained answers to all questions asked.

2.5. All incoming appeals must be registered in accordance with the established procedure, as well as in the Register of Appeals Received by the Technical Control and Quality Department.

2.6. The Head of the Technical Control and Quality Department shall register the appeal in the Register of Appeals, and shall make one of the following decisions:

- to keep the appeal under review at their office;
- to forward the appeal to the relevant structural unit.

2.7. If necessary, when an incoming appeal requires additional verification and study, the TC&Q shall inform the client who left the message that their appeal is under review.

2.8. The Head of the TC&Q shall have the right to request explanations from employees of the appealing company on the merits of the appeal, as well as documents necessary for its review.

2.9. A motivated response to the claimant shall be prepared jointly by TC&Q and the relevant unit in charge of processing the appeal. Other units may participate in preparing the response as needed.

2.10. Responses to clients' appeals shall contain information on the issues raised. If negative information contained in the client's appeal is confirmed, the response shall indicate measures taken following the review of the appeal.

2.11. Appeals that do not require additional verification and study shall be reviewed within five (5) business days upon receipt. Appeals requiring additional information for their review shall be reviewed within a period not exceeding ten (10) calendar days upon their receipt.

2.12. The result of appeal review shall also be recorded in the Register of Clients' Appeals.

2.13. The appeal must be forwarded to the relevant unit no later than on the next business day following its receipt.

2.14. The response prepared to the client's appeal must be agreed upon with the management.

2.15. Responses to clients' appeals shall be signed by the Production Director.

2.16. The TC&Q shall systematize information on the messages received from clients, and shall provide it to the company management on a monthly basis.

3. Procedure for Eliminating Defects and Violations Identified following the Customer's Appeals

3.1 All complaints and claims expressed must be followed up with necessary, sufficient and adequate measures to eliminate defects and prevent them in future practice.

3.2 Upon completion of the review of clients' appeals, TC&Q together with the relevant structural unit, upon decision of the competent persons, may prepare an action plan to eliminate violations in the future, indicating specific measures, their deadlines, and designated persons.

3.3 As soon as the action plan has been implemented, the action persons shall submit information on the implementation to TC&Q, and the latter shall prepare a report to be submitted to the company management.

Drafted by:
Head of Technical Control
and Quality Department



Stanislav IVASHCHENKO