

Complaint and Credit Request Procedure

Dear Valued Customer,

To ensure efficient handling of credit requests and complaints we ask you to read the following document carefully and to provide all the required verification so that we can ensure a speedy resolution.

To avoid misunderstandings, we have also included an illustration of special product terms as a tool to ease communication (see last page).

Your contact person for claims is always your local sales contact or customer service representative and he or she will forward your concerns to the appropriate Hartmann department who will then contact you for resolution.

Thank you for your cooperation,
Your Hartmann Team

Verification

To maintain fairness for all customers and to help avoid duplicate claims for the same category, we need detailed information about the product items that are in question.

- For claims concerning function, material, printing, labelling and transport/wrapping, digital photos may be sufficient, but samples may also be requested.
- Clear digital photos of the bundle tags of the affected cartons must be submitted for each affected manufacturing order. The bundle tag is key to traceability and for providing suitable and effective root cause analysis and corrective action.
- You should always be prepared to return goods at the request of Hartmann.
- Remember that when samples are requested, we may wish to receive a minimum of 10 untouched cartons up to a maximum of one full bundle. Forward cartons in a sturdy container, minimizing any chance of carton compression during transit.
- Documentation will be provided to you to enable you to send cartons to Hartmann at Hartmann's expense.
- For complaints identified at Retail, we ask for every effort to be made to provide pictures and acquire representative carton samples from store level. This shall be the responsibility of the customer.
- Please note, complaints for faults in function which might not be evident until the product is put into use, will not be accepted beyond 180 days from date of receipt provided that the goods have been stored under the recommended warehouse conditions. (See Recommendations for storage and use).
- Each claim needs to be handled separately and complaints accumulated or compiled over a period of 30 or more days will not be accepted.

Due Time

The whole claim procedure is faster and mistakes easier to rectify if you inform the Hartmann Quality and Sales Teams as soon as possible.

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Transport

Product shortages must be communicated to Hartmann within 24 hours of unloading the trailer. The discrepancy must be noted on the bill of lading, signed by warehouse unloading personal and the driver along with a note if the trailer seal was intact and matched the original.

For complaints concerning issues due to transport damage, odor, wet cartons or any other issue that could be potentially caused by a third-party company, it is extremely important that the following conditions are fulfilled, otherwise we may not be able to approve your claim. Please remember, that it is always best if you can take photos of suspect goods before unloading from the trailer.

- Hartmann will not accept complaints if delivery took place more than 3 days prior. Issues involving the use of drop trailers must be reported to Hartmann within 24 hours of discovery.
- Hartmann will not accept damage or similar complaints if cartons are moved or redistributed from the original delivery location.

- For complaints regarding any nonconforming issues, please make sure that issues are clearly described directly on the Bill of Lading (BoL) and countersigned by the receiving agent.
- If you choose to unload any suspect goods, you must be aware that you will be responsible for storage. Please do not use any product from the suspect goods. Advise Hartmann as soon as possible. Our insurance company has 10 days (after receipt of the claim) to come and inspect the goods at your premises. During this period the goods must remain untouched.

Recommendations for storage and use

Storage and use are the responsibility of the customer. To make sure that our products keep their high quality during storage and use, please follow these recommendations.

- Colorfastness:
Avoid storage in direct sunlight.

- Humidity:
Storage between 40% and 75% relative humidity is recommended in order to keep the full strength of the packaging.
- Storage time:
The packaging should be stored no longer than necessary. Carton functionality will degrade over extended periods of time. "First In First Out" is therefore highly recommended.
- Storage structure:
For storage, the bundles should not overhang the pallet, to avoid issues. Bundles should not be stacked in more than 7 layers on a pallet. Pallets should not be stacked more than 2 high. Shrink-wrapping of palletized bundles is not recommended.

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Special terms

This graphic representation includes the most frequently used product terms as a tool to help avoid misunderstandings in the claim process.

