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Datum 060131

Dok IQ22-1
Sida 1/1
Utgåva 1
Ersätter -

INSTRUCTION

To speed up the handling of claims and to make the handling more systematic and more reliable, we have started a separate process for all quality feedback.

Process

The destination for all quality feedback is from now on quality@motalahissar.se. The contact person might vary over time, but the address stays the same.

With quality feedback is meant:

- Warranty claims
- Non-conformity reports
- Requests for any replacement materials even if they have been damaged on site
- Proposals for improvement
- Claims for goods damaged in transportation shall not be sent to this address. See below.

In order to be dealt with, all quality feedback shall be sent to this e-mail address using appropriate forms as attachments.

In order to achieve an effective handling of your requests, we hope that the description of the problem is made in detail. The components requested need to be named, described or photographed. The delivery address for components and the contact person for information need to be given.

Claims with missing information will be returned to be completed before further steps can be taken.

We hope you will indicate your interpretation of the origin of the fault like: factory, transportation, lost on site, damaged on site etc. We will use this when we make our own judgement of where the cost of the replacement material belongs.

When the replacement material is shipped, a message will be sent to the contact person.

Invoicing

In all cases where claims for faulty or damaged components are requested to be sent and paid by Motala, the damaged or faulty component is required in return for analysis. Motala will invoice the shipped components at shipment and cancel the invoice when the returned faulty components have been received, identified and analysed.

Note!: Mark returned components with the Motala lift number and possibly your claim-number. Return the components to Motala Hissar AB, Quality, Luxorgatan 1 (P9/kaj 37), 59133 Motala, Sweden.

Damages in transportation

The delivery terms (Incoterms 2000) from Motala is EXW. This means that the responsibility for the goods ends at the factory door. Any claims for goods damaged in transportation shall be claimed directly to the transportation company within one week from receiving the goods.

A copy of the claim shall be sent to quality@motalahissar.se to serve as input for improvements of the packaging.

Jonas Heinonen
Motala Hissar AB