



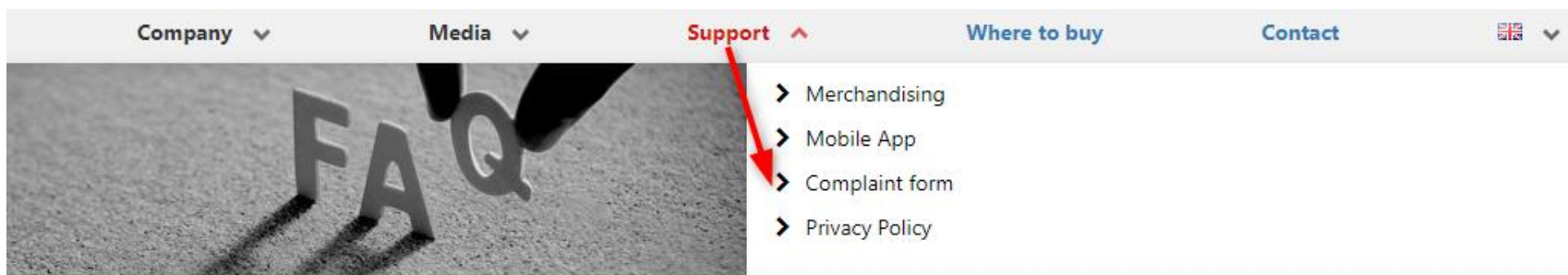
Alternators, Starters & Parts

## 132 – Instructions for using the complaint form rev. 04

Effective as of 1/10/2020

Packages sent to AS-PL Sp. z o.o. in connection with customer complaints should be addressed to:  
ul. Słoneczna 53, 83-240 Lubichowo

The complaint form is available at: <https://as-pl.com/pl> in the **“Support”** section or directly at: <https://as-pl.com/pl/reclamation>



## Types of complaint procedures



Complaint form



Load from file

### Standard procedure – for individual claims

Period of 24 months from the date of sale by AS-PL

- Applicable to individual customer complaints reported **within** 24 months from the purchase of the goods from AS-PL
- The date specified in the invoice will be regarded as the date of purchase of the goods

### Extended procedure – for individual claims

Period of 24 months from the date of final sale.

- Applicable to customer complaints reported **more than** 24 months from the purchase of the goods from AS-PL but not more than 48 months from the purchase
- It is necessary to attach a document certifying that the goods have been sold to the end customer, indicating that less than 24 months have passed since the date of sale
- The end customer is the person who does not resell the product further.

### Standard procedure – for group claims

Period of 24 months from the date of sale by AS-PL


- Applicable to customer complaints reported **within** 24 months from the purchase of the goods from AS-PL
- It can be used to fill in multiple forms at the same time
- After filling in the file template available on the AS-PL website, the customer can upload all forms into the system simultaneously

## Standard procedure – for individual claims

- ❑ While filling in the complaint form, make sure to fill in all required fields with the information included in the purchase invoice:
- ❑ The system will verify if the product was purchased within the last 24 months and if it had not already been the subject of a customer complaint. A new window will appear if the verification is successful.



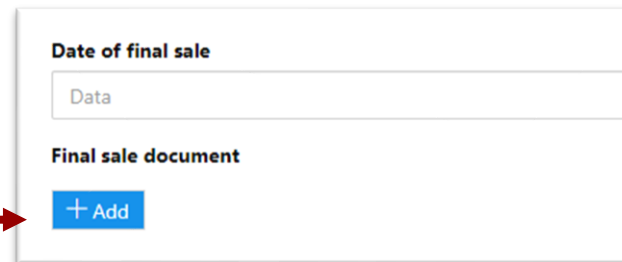
<b>Customer number</b>
00001
<b>Invoice number</b>
0499/10/2012
<b>Product name as in the invoice</b>
ARE0001



<b>Complainant</b>
<b>Phone</b>
<b>Email</b>
<b>Description of the defect</b>
<b>Your own application ID</b>

## Extended procedure – for individual claims

- ❑ For the extended procedure, it will also be necessary to fill in the following:
  - date of final sale
  - and attach a document certifying that the goods have been sold to the end customer

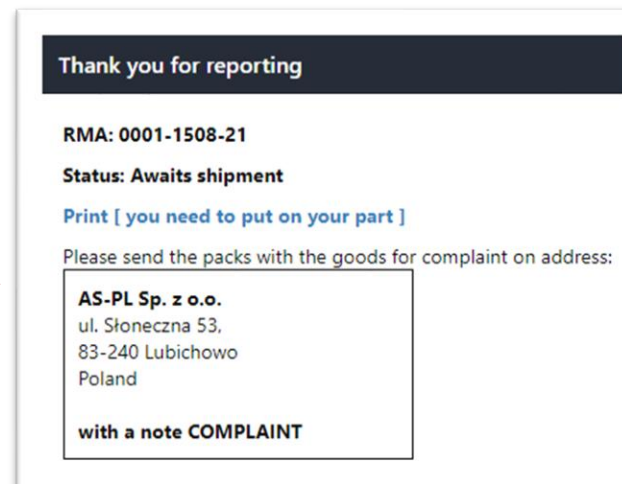


**Date of final sale**  
Data

**Final sale document**  
[+ Add](#)

- ❑ After the data are filled in, the complaint process is complete

- ❑ The complaint receives an individual RMA number that should be used to describe the faulty part and sent to the indicated address with a note reading: “Complaint”



**Thank you for reporting**

**RMA: 0001-1508-21**

**Status: Awaits shipment**

[Print \[ you need to put on your part \]](#)

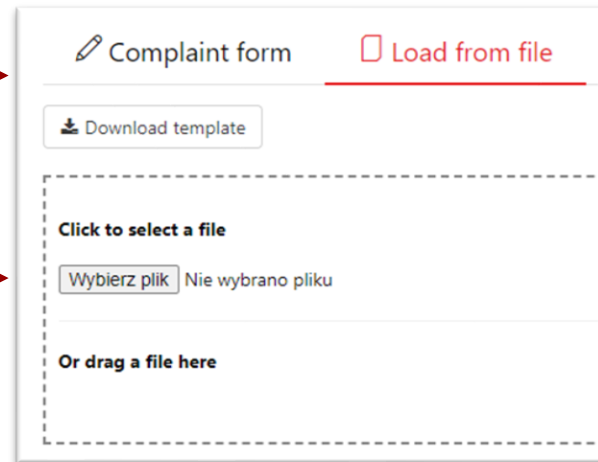
Please send the packs with the goods for complaint on address:

**AS-PL Sp. z o.o.**  
ul. Słoneczna 53,  
83-240 Lubichowo  
Poland

**with a note COMPLAINT**

## Standard procedure – for group claims

- ❑ Download and fill in the “import file” available in the **“Load from file”** section

- ❑ After correctly filling in the file, upload it to the website – this can be done in two ways



- ❑ After the file is loaded, the system will verify the filled-in date and give information about any potential error

- ❑ To conclude the procedure, confirm the verification process by clicking **“next”**

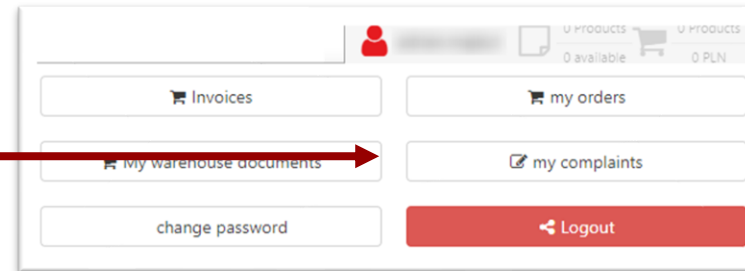


L.p.	Customer data	RMA data	description	verification
1	Login: 3217 contact: Jan Kowalski phone: 563 242 123 email: jan.kowalski@example.com	Invoice: 2045/10/2020 Product: A6348 Number: 20/01/00109	product is not working	Verified successfully

**next**

## “my complaints” user panel – description of functions

- ❑ A user with an active account who is logged-in on the website can view all of their past complaints
- ❑ In the user panel, in the “my complaints” section
- ❑ The view in the complaints panel can be used to:
  - search for complaints by product index, complaint ID or invoice number
  - sort by complaint date, processing status or decision on admission or dismissal



Complaints											Complaint form
Date	RMA	Product	Invoice number	Id	Correction invoice	Status	Accepted				
2021-01-08 09:37:33	0008-1243-21	S3029	242/11/2020	AS012	---	Awaits shipment	---			Q	
2021-01-08 09:31:34	0007-1234-21	A0414	1625/05/2019	AS011	---	Awaits shipment	---			Q	
2021-01-08 09:30:20	0006-1234-21	S0159	311/08/2020	AS010	---	Currently processed	---			Q	
2021-01-08 09:28:14	0005-1234-21	A5185	193/06/2019	AS009	---	---	Yes			Q	
2021-01-08 09:25:49	0004-1234-21	A5008	513/01/2020	AS008	0123/01/2021	Realised	Yes			Q	
2021-01-08 09:24:04	0003-1234-21	S0159	269/09/2019	AS007	124/01/2021	Realised	Yes			Q	
2021-01-08 09:14:35	0002-1234-21	S3016	317/08/2020	AS006	---	Realised	No			Q	
2021-01-08 09:13:15	0001-1234-21	S0139	1586/02/2020	AS0005	---	Awaits shipment	---			Q	
2020-12-30 11:41:24	0587-1234-20	A6009	313/11/2020	AS0004	---	Currently processed	---			Q	
2020-12-30 11:37:09	0586-1234-20	S3057	218/09/2020	AS003	---	---	Yes			Q	

## Complaint statuses – description

- “Awaits shipment”** – the shipment is on the way (it has not been received by AS-PL personnel)
- “Currently processed”** – the product is being verified by the Technical Department
- “Realised”** – indicates that the complaint examination process has been completed
- “Accepted”** – indicates that the personnel of the Technical Department have admitted the complaint
- “Not accepted”** – indicates that the complaint has been dismissed – the reason is shown in the complaint preview together with the documentation and photographs of the faulty product
- “Realised [not accepted] – Not sent”** – indicates that the faulty product is being prepared to be sent back
- “Realised [not accepted] – Sent”** – indicates that the faulty product has been sent back to the Customer