



*CJP Sales Ltd*

**Specialist technical distributors and stockists of PVC compounds and many other plastic raw materials.**

[www.cjpsales.co.uk](http://www.cjpsales.co.uk)

## Complaints Procedure

Our procedure is simple: If you complain we will respond immediately.

### **Service Complaints**

If a customer feels that any aspect of CJP Sales Ltd service is below their expectations it is treated as a Complaint.

### **Damaged delivery**

#### **What you should do:**

- Always sign the delivery note as material damaged and return within 3 days stating the amount of material lost.
- Please if possible take a photo in the presence of the driver, ideally on the vehicle and forward with the signed delivery note.
- If the materials cannot be used segregate and advise CJP immediately or when you are contacted to check that our consignment has arrived intact.

#### **What we will do:**

- Log the complaint and investigate what was the cause.
- Collect any materials that are delivered in an un-acceptable condition and replace.
- Arrange for a site visit by a CJP representative to collect damaged bags and investigate if necessary.
- Advise you of our findings and corrective actions and issue a credit note for lost material against the invoice raised.
- Monitor future deliveries until we are all satisfied that a reasonable solution has been found.



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## **Material processing or material quality complaint**

### **What you should do:**

- Advise us immediately should you identify a problem processing, colour inconsistency, contamination, damp material or any other problem that may arise.
- Provide the following:

Order acknowledgement number  
Material batch number  
Tonne number  
Bag number  
Details of the nature of complaint  
Sample pellets  
Sample finished product that is rejected  
Sample finished product required  
Processing condition settings  
Rejected quantity  
Level of urgency

### **What we will do:**

- Log the complaint and investigate the cause.
- Provide technical advice by telephone
- Arrange for collection of rejected material and provide replacement
- A Technical Representative will visit your factory to assess the nature of the complaint and advise possible processing solutions or to collate information for the investigation by our manufacturers.
- All findings will be confirmed as well as future corrective actions and all agreed credit notes against invoices.

### **Blank form:**

Material Complaint form – down load PDF  
Injection Moulding check list- down load PDF  
Extrusion Check list – down load PDF

**General Service issues**

We will always endeavour to provide the highest level of customer service regardless of whom or what size the customer is. If we fail in our objective we need to know in order to avoid a recurrence.

If we fail to meet the standards that we are assuring that we can provide please let us know, comments are always welcome and complaints are always treated with the up most of urgency, we don't like receiving complaints but we are dependant on knowing.

Please complete our comments form in the 'Contact' section and forward and we assure you that your comments will be actioned without delay.