



Complaint Management Policy

We, at Max Speciality Films Ltd. are highly committed to response and take appropriate actions regarding complaints and all staff members are being aware of this policy. We are also committed to resolve the complaints in an efficient, reasonable and fair manner by following steps.

1. Customers can register their complaints directly at E mail ID - customerhelpline@maxmsp.com which has been mentioned in "Email signatures" of all team members interacting with customer & in Website, link for customer helpline in Contact us through inquiry form of product issues.
2. We shall acknowledge the complaint within 2 hours by providing the unique identifier code and the name of contact person with details for future references.
3. We shall provide customer with an equitable resolution as per criteria of complexity as per below:

Criteria of complexity:

Complexity	Low	Medium	High	Too-complex
Inputs	√	√	√	X
Root cause analysis	√	√	X	X
Corrective and preventive action	√	X	X	X
TAT	24 hrs	3 days	7 days	Inputs + 7 days

4. Ensuring all statutory and regulatory requirements of packaging industry and implementing guidelines of Complaint Management System-10002

Note: The complaints related to damages must be reported at the time of delivery and quality related issues must be reported within 3 months from the date of invoicing.

The remedial action for all commercial claims shall be either sales return, replacement of the product or refund of the purchase price and in no event shall MAX be liable for special, consequential, incidental, punitive, or exemplary damages.

All claims for damage / transit damage must have evidence on the transport acknowledgement.

Dated: 09 February 2016

Senior Manager – Quality Assurance