



COMPLAINTS PROCEDURE

COMPLAINTS HANDLING – WITH THE CUSTOMER

In the event of any complaint received from the customer, the contractor must in all cases **document (in Complaints Log) and investigate the complaint with immediate effect**. The following questions need to be answered and the fumigator must contact the customer within a **maximum of 24 hours**:

- Who is responsible for the complain (the crop's damage)?
- Was it inevitable or could this problem have been avoided?

In case the crop's damage has occurred due to the customer's fault, the contractor has no further action to take. However, if a deterioration has occurred with all certainty due to the fault of the contractor, he is obliged to repeat the treatment free of charge (if it occurred within the warranty period).

COMPLAINTS HANDLING – INTERNAL PROCESSES

The handling of complaints requires a quick solution on the customer's side, but also, the service provider must also define the measures that will help prevent the occurrence of similar problems in the future. In the interests of continuous

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improvement, these measures should also be included in the results of the annual **Management Review**.

CLARIFICATION OF RESPONSIBILITIES

Customer's responsibility after safety assessment:

- Fixing building issues (eg. Soaking)
- Cleaning problems (crop scattering)
- Intrusion during the exposure time (to get seed or machine inside)
- Storage height is too high
- Failure to disinfect before storage

Contractor's responsibility:

- Possibility of underdosing
- Inadequate insulation
- Too short exposure time

Our best practice is calm communication where both parties seek a compromise solution to avoid conflicts and further issues.



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