

SKD027	07/21	RR
Version: 1.0	Review Date	12/25



## COMPLAINTS & RETURNS POLICY

Stormking operates under a World Class Manufacturing regime that promotes quality management by all staff at all stages of the production and delivery process.

In addition, Stormking has operated under BS EN ISO9001 quality management certification for many years. It is important to Stormking that its customers should receive a consistently high quality of product that allows the installation chain to operate without interruption.

Stormking recognises that, despite the company's emphasis on quality, there can be instances where for one reason or another, product quality may not meet customer expectations.

It is the policy of Stormking:

- To maintain a fully documented and traceable complaints and returns system
- To investigate all complaints in an efficient and timely manner.
- To ensure that all issues are thoroughly investigated, and a solution applied to both the particular product and all affected processes including:
  - Quality maintenance during production
  - Product packaging
  - Product security during transportation
- To ensure that all complaints reach a satisfactory resolution, that is communicated to the customer.

This policy will be periodically reviewed and amended when necessary.

  
 Craig Cherry  
 Managing Director

11<sup>th</sup> December 2024