

Subject: Customer complaints handling procedure
 To: info@hukseflux.com

Complaints procedure
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Hukseflux aims to deliver the highest quality products and services to its customers, and values its relationship with customers, distributors and suppliers. Hukseflux' quality management system is ISO 9001:2015 certified. Our company is committed to continuous improvement and customer satisfaction. In case a customer is dissatisfied with a Hukseflux product or service, he / she should file a complaint with us. We then do our utmost to offer a suitable solution and resolve the complaint. The table below describes the steps in our complaints handling procedure; the process to receive, evaluate and make decisions on complaints.

COMPLAINTS HANDLING PROCEDURE	
Filing	Customer sends his / her complaint via e-mail to Hukseflux, with an accurate description of the complaint, and details of goods (product, model, serial number) and / or services supplied to the customer. The e-mail should be sent to info@hukseflux.com.
Intake and registration	Hukseflux receives and registers the complaint, and assigns a unique complaint number.
Notification	Hukseflux informs customer about the receipt and registration of the complaint.
RMA	If the complaint requires products to be returned (for instance for diagnosis and / or repair), the RMA procedure needs to be followed. Materials, i.e. products or parts of products, may only be sent to Hukseflux after obtaining a Return Materials Authorisation and the accompanying RMA number. To obtain such authorisation, confirmed by issue of the RMA number, please complete the RMA customer service request form.
Investigation	Hukseflux investigates and handles the complaint according to ISO 9001:2015 section 10.2 Nonconformity and corrective action.
Progress update	Hukseflux informs customer via e-mail on the progress of the complaint handling with the findings and the proposed solution.
Acceptance	Customer reacts to findings and proposed solution.
Correction / corrective action	Hukseflux manages the solution.
Reporting	Hukseflux informs customer on the solution and on the end of the complaint handling.
Closing	Hukseflux closes the complaint.