

Cover letter – Complaints procedure

Dear business partners,

In order to ensure an effective and transparent process for resolving complaints regarding deliveries of metallurgical materials and steel profiles, we would like to ask you to **use the attached 1CSC a.s. complaint form** when submitting any customer complaint for the profile and tube production division and the laser center.

Completing the complaint form is **necessary to ensure proper traceability** of the delivery, batch identification and subsequent objective evaluation of the complaint.

The form contains all key data necessary for a quick and accurate assessment of the complaint (e.g. delivery note number, batch, description of the defect, photo documentation, etc.).

Important notice:

A complaint **will not be acknowledged or initiated for resolution** if:

- **completed complaint form** is not provided , or
- The submitted documents will be **missing essential information** that prevents identification of the material and batch.

This measure is introduced to ensure full **traceability and responsible handling of complaints** in accordance with the requirements of the quality management system.

Attachment:

- FRM-100 Complaint form 1CSC a.s. (.xlsx)

Thank you for your cooperation and understanding.

This procedure will allow us to jointly ensure a quick, accurate and fair resolution of any complaints.

Best regards,

Oskar Miškolczy
Senior Quality Manager
1CSC a.s.

