

## COMPLAINT HANDLING PROCESS FOR ELECTRICAL RUBBER INSULATING GLOVES (RIGS)

### All you need to know about our return policy and complaint handling process

Ansell is dedicated to analyzing and processing all customers' complaints to help provide improved customer satisfaction and continuous improvement. Your complaints and product returns are subject to thorough investigation. Please follow these guidelines for smooth return and complaint handling.

#### Product Returns

Product received that is defective upon delivery or warrantable applies to this process. Additionally, product that has been worn/issued in the field will not be eligible for a return. Ensure all products are packaged individually in their original packaging with identification stickers attached to outer and inner poly bags for traceability purposes. Palletize the shipment, if necessary. Ansell will pick up the shipment return upon notice. Also refer to "Special Return Policy for Electrical Rubber Insulating Gloves (RIGs)".

The Supplier shall replace, without charge to the Distributor, unused RIGs which, at any time within a period of nine (9) months from date of initial shipment from the Supplier's distribution center, fail to pass the tests in the ASTM D120-14a specification. This guarantee will be binding on the Supplier only if the gloves have been properly stored and have not been subjected to more than the original acceptance ASTM D120-14a test and one ASTM D120-14a retest. Proper storage of each pair of gloves requires them to be stored in an individual container of enough strength to prevent damage and kept in a clean and dry area. The gloves should be kept in a cool dark area nowhere near steam pipes, radiators, or other sources of heat. Do not store them in the same room where electrical testing is done.

Complaints are to be reported to the Supplier's customer service department within nine (9) months based on the delivery date from the Supplier. The product must be in its original packaging with the identification information which includes the lot code that will be provided at the time of the complaint. Any RIG's received without the original packaging

or identification stickers will not be accepted. All Rubber Insulated Gloves (RIGs) are non-returnable unless there is a proven quality issue by Ansell.

#### Electrical Failures

Gloves reported as electrical failures will need to be returned for credit. Mark each package with "EF" to distinguish the issue amongst the other returns. These specific returns will be dispositioned by Ansell.

#### Making a Complaint

- 1. Document failures as visual/electrical in Excel format**
  - At minimum, but not limited to, must provide and identify for every individual product in order to be processed;
  - Pair part number, one lot code, reasoning for complaint, and one unique case number.
- 2. Submit Excel file to Ansell Customer Service for review and issuance of a Return Material Authorization (RMA) for Ansell to pick up shipment of product returns.**

#### Handling your Complaint

Ansell will process claims upon receipt of the returned items in our warehouse. Once the process of the investigation is completed, we will provide an updated report. Following delivery of report to customer, a credit of the defective or warrantable product will be issued to the customer.

 **If you have more questions or concerns, please contact your Ansell Account Manager or Customer Service**