



Electrical Protection & Control **Complaints Handling Policy**

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1. Introduction

Mersen Electrical Protection & Control, North America (Mersen EP&C/NA) is committed to taking all feedback, in particular all complaints that we receive, seriously. We believe that dealing appropriately with a complaint provides an opportunity for us to continually improve our products and processes and preserve our good reputation.

The purpose of this Complaints Policy is to demonstrate our commitment to resolve all complaints, and to detail the ways in which our customers can bring their concerns to our attention. The objective of this Policy is to assist Mersen in resolving all complaints in an efficient, effective, and professional manner. The complaint handling policy is aligned with our Quality Management System and has the commitment of top management.

2. Resolving complaints

Mersen EP&C/NA has designed a complaints handling process that is planned, designed, implemented, maintained and continually improved to satisfy the Essential Elements of Effective Complaints Handling as set out in the ISO10002-2014 Quality Management - Customer Satisfaction – Guidelines for complaints handling in organizations (Second edition 2014-07-15).

Our complaints handling process aims to:

- enhance customer satisfaction
- create a customer focused environment open to all sources of feedback
- provide an efficient, fair and accessible mechanism for resolving customer complaints
- enhance the organizations ability to improve its products and services

3. Definition of complaint

Mersen EP&C/NA has adopted the definition of a complaint from ISO10002:2014(E): Section 3, Terms and Conditions, para 3.2 > a "complaint " is:

"An expression of dissatisfaction made to the organization, related to its products or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected."

Mersen EP&C/NA further breaks a complaint into two distinct categories:

- A. Technical Complaints – issues concerning the quality of the product or service rendered
- B. Administrative Complaints – issues concerning the order entry of, shipment of, delivery of, or payment for, the service or product.

4. Lodging a Technical Complaint:

A Technical Complaint is an issue concerning the quality of the product or service rendered; to include the performance or function of the product, the packaging adequacy and general appearance. If you have one of these concerns, please contact *Technical Service* at:

By phone: +1 978-465-4853

By e-mail: TechnicalServices.EP@mersen.com

In writing: You can write to us directly:
Technical Services
Mersen Electrical Protection and Control
374 Merrimac Street
Newburyport, MA 01950

Evidence:

To help us investigate and resolve your complaint effectively, we will need the following:

- Your full name, company name and address and contact phone number(s);
- The full catalog number of the product that failed / is under investigation
- If the product failed in use, please include:
 - Details of the application and the failure of the product in that application
 - Pictures (if possible) of the failure
 - Please arrange for the return of the failed product itself (see below), as the engineering investigations **CANNOT** proceed without the actual failure being returned
 - All authorized returns will be made using a Return Materials Authorization (RMA) number issued by Mersen Customer Service.
 - The cost of returning failed product for analysis is covered by Mersen.
- If the product is mislabeled or mis-marked, please include:
 - Pictures of the product mislabeling
 - If at all possible, please arrange for the return of the failed product itself (see below), as most operations investigations are greatly assisted by having the actual failure on hand.
- Any additional documentation or information that may support your complaint

Field Service Report:

All Technical Complaints receive a Field Service Report (FSR) number consisting of the letters "FSR", and year designator, and a file number (e.g.: FSR-15-001).

DO NOT leave the Technical Complaint handling process without arranging to receive an FSR number from Technical Services.

Delivery of Evidence:

- Evidence required for engineering analysis should be delivered to the address listed below, please remember to include the RMA and (if available) the FSR # in the shipping paperwork:

Technical Services
Mersen Electrical Protection and Control
374 Merrimac Street
Newburyport, MA 01950

5. Lodging an Administrative Complaint –

An Administrative Complaint is an issue concerning the shipment and handling of a product from the factory to the customer's location or the accuracy and management of an order for a product or the charges involved for a service or product." If you have one of these concerns, please contact *Customer Service* at:

By phone: +1 978-465-4200 or 1-800-688-6750

By e-mail: webfeedback.nby@mersen.com
or
customerservice.nby@mersen.com

In writing: You can write to us directly:
Customer Service
Mersen Electrical Protection and Control
374 Merrimac Street
Newburyport, MA 01950

Evidence:

- No evidence is required for an Administrative Issue, but pictures of unreasonable packaging damage are helpful in bringing the issue to the attention of the carrier.

- All Administrative Complaints are totaled and resolution is made on a monthly basis with our principle carrier.
- We greatly value your comments and complaints concerning shipping errors and damaged packaging as that is the best feedback we can get on our carrier's overall performance and our Order Entry accuracy.

6. Complaint Handling Process

Technical Complaints

If your Technical Complaint cannot be resolved at first contact, we will acknowledge your complaint with a Field Service Request (FSR). You can get an update on the status of your complaint by contacting the Technical Services department, stating you FSR # and requesting an update on its status.

FSRs are reviewed weekly and all FSRs pending over 30 days are reviewed individually. If the technical complaint is critical to your business, please let the Technical Services representative know so that a proper priority can be assigned to your complaint.

We endeavor to resolve all complaints within 45 days. If you are dissatisfied with the actions that we have taken to resolve your complaint or with the result of our investigation, please let us know and we will undertake a further review of your concerns.

Administrative Complaints

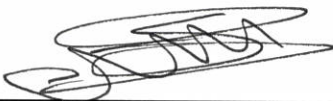
If your Administrative Complaint cannot be resolved at first contact, we will acknowledge your complaint, arrange for a satisfactory response and, depending on the circumstances, will file the complaint with our reported complaints for the month.

Unresolved Issues

Should you ever feel that the complaint system and/or the contacts listed above are not adequately addressing your issues, please contact:

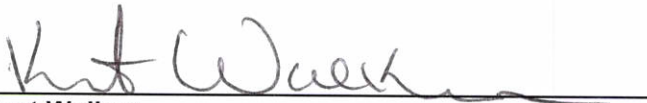
Michael Fitzgerald
VP, Quality Assurance
+1 978 465 4211
michael.fitzgerald@mersen.com

Signed:



Daniel Beaudron
Electrical Protection & Control - Business Unit VP

Date 11/15/2015



Kent Walker
VP, Solutions Engineering, North America

Date 10/6/15



Debra Huttenburg
VP, Sales and Customer Care, America's

Date 10/27/15