

## **INSRAP (Pty) Ltd Standard Complaints and Dispute Resolution Procedure**

### **As part of our commitment to our customers, we:**

- Recognise you have a right to raise concerns relating to your purchase.
- Attempt to resolve any issues you may have with our products or services in an effective, respectful and professional manner; and
- Take your feedback into consideration to continually improve how we handle complaints and disputes.

### **We demonstrate our commitment to addressing customer complaints by:**

- Responding quickly to complaints and aiming to resolve all complaints when they are raised;
- you informed on the progress of your complaint either by telephone or in writing until it is resolved;
- Advising you of your right to escalate complaints to more senior staff within INSRAP or to the appropriate organisations; and
- Proactively reviewing how we handle complaints and being accountable for effective handling of complaints.

### **Procedure**

INSRAP has developed a complaints handling procedure that is:

- Accessible: We will provide accessible information to you about how and where to make a complaint;
- Objective: We will endeavour to address each customer complaint in an objective and unbiased manner, with a view to achieving a fair and reasonable outcome; and

### **Complaint Handling Process**

If you have a complaint about our products or service you should follow the steps outlined below.

- Contact the Head of Procurement, Andrew Nevin on 083 454 1816 or email [andrew@insrap.com](mailto:andrew@insrap.com)

We attempt to respond to the complaint within 2 hours of receipt of same. Our response will indicate a clear way forward in terms of our T&C as described on our Homepage [www.insrap.com](http://www.insrap.com)

We attempt to have the complaint resolved within a reasonable timeframe as indicated in our T&C.

**Consumer Rights:**

**RIGHT TO FAIR VALUE, GOOD QUALITY AND SAFETY**

a) Right to demand quality service

Consumers are entitled to the following when entering into an agreement with a supplier Timely performance and completion of service

Notice of any unavoidable delays in the completion of the service INSRAP undertakes to supply quality goods in new and sealed packaging. The Consumer may examine the goods and return it to INSRAP in its original condition and packaging within the agreed timeframes as per the T&C's displayed on our website. INSRAP undertakes to remedy any defects in quality in a reasonable timeframe as per industry standard.

b) Right to warranty on repaired goods.

Every new or reconditioned part installed during any repair or maintenance task, including the labour to install it, must be guaranteed for a period of at least (3) three months.

***NB! If consumers are found to be misusing or abuse goods or products while under warranty, the warranties are null and void.***

**RIGHT TO FAIR VALUE, GOOD QUALITY AND SAFETY**

Right to quality service, when entering into agreements or contracts, consumers are entitled to the following:

- Goods free of any defects and of acceptable quality. ☑ High quality service that a consumer is entitled to.
- Timely performance and completion of the services.
- Notice of any unavoidable delays in the performance of the contract or service.