

**COMPLAINT PROTOCOL**

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**CUSTOMER NAME:**

**CUSTOMER ADDRESS:**

**PHONE NUMBER:**

**E-MAIL ADDRESS:**

**DATE OF RECEIPT:**

**ORDER NUMBER:**

**DATE OF PLANTING:**

**THE CAUSE OF COMPLAINT / NUMBER OF COMPLAINED SEEDLINGS AND DESCRIPTION OF THEIR (NEGATIVE) STATE:**

**DATE OF IDENTIFYING THE PROBLEM:**

**WAS SOIL TESTING MADE PRIOR TO THE PLANTING?**

Yes

No

If yes, please, attach a copy of the soil test report.

**COMPLAINT PROTOCOL**

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**ON WHAT KIND OF LAND WAS THE PLANTATION CREATED?**

Meadow, agricultural area, soil class etc.

**HOW WAS THE LAND PREPARED?**

What kind of works were carried out prior to planting?

**WERE PLANTING HOLES CREATED?**

What kind of method was used?

**COMPLAINT PROTOCOL**

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**WAS THE SOIL WHICH WAS PUT IN THE PLANTING HOLES MIXED WITH NUTRIENTS?**

If so, what type of nutrients were used and in what quantity?

**WHAT WAS THE METHOD AND FREQUENCY OF WATERING?**

**HAS THE PLANTATION RECEIVED ADDITIONAL FERTILIZATION?**

If so, please, specify the type of fertilizer used, the dose and the frequency of application.

**COMPLAINT PROTOCOL**

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**HOW WAS THE WEEDING OF THE AREA CONDUCTED?**

What kind of method was used?

**GIVEN THE ABOVE, PLEASE, CHOOSE:**

- if possible, replacement seedlings in the planting season
- replacement seedlings in the next planting season
- reimbursement.

The Company shall promptly investigate any complaint received and undertakes to respond to the Customer no later than fourteen (14) days, using the notification address provided by the Customer. If a request cannot be handled within fourteen (14) days, the Company shall make every effort to fulfil the request within the shortest possible time.

This Complaint Protocol can be sent to the Company by post or e-mail.

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**PLACE AND DATE**

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**CUSTOMER'S SIGNATURE**