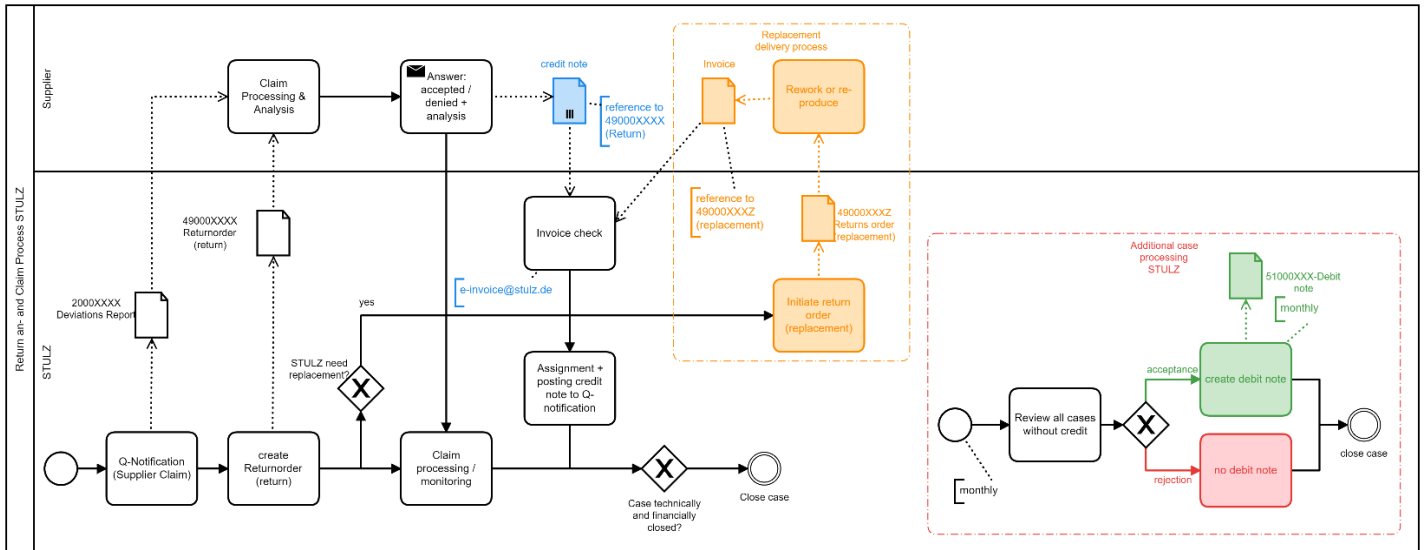


Supplier Letter

Complaint process STULZ

The following diagram shows the targeted supplier complaint process at STULZ GmbH:



Process description

- STULZ creates a complaints as Q-Notification with a 9-digit identification number (2000xxxx) in SAP.
- The complaint is reported to the supplier via a rejection report.
- A special order type is used for return of the goods. It can be identified by Nr. “49” and - negative amount.
- If STULZ requires a replacement, an additional return order (replacement) will be sent.
- This may result in two return orders for one complaint.
- In the event of a replacement delivery, as usual invoice to E-Invoice@stulz.de with reference to the **return order (replacement)**.
- After the supplier has decided on the complaint STULZ expects a credit note to be send to the
- E-Invoice@stulz.de with reference to the **return order (return)**
- STULZ will transmit all necessary documents electronically by mail.



- *If there are any mistakes (prices, tax codes, etc.) in the return orders, please inform us about them with your decision on acceptance / rejection of the claim.*
- *Do not send back unsolicited replacement material or repaired goods before you are requested to do so by a return order (replacement).*
- *STULZ reserves the right to continue issuing debit notes after repeated requests and no response or credit note has been received.*

Feedback Supplier

STULZ expects prompt feedback regarding acceptance or rejection of the complaint. Please always refer to the STULZ Q-Notification number in your feedback.

Yours sincerely

Supplier Quality Management
STULZ GmbH