



CUSTOMER COMPLAINTS POLICY

As a responsible supplier of Approved Inputs for Certified Organic Growing we wish to advise the following procedure to ensure that any product or quality deficiencies are reported and corrected, and the procedure as follows:

Please notify Talborne Organics Head Office by email at info@talborne.co.za with the following information:

1. Clear description of the product complaint or deficiency.
2. Attach a photograph to substantiate complaint if possible.
3. Advise the Batch. No. which is stamped on the label (25kg) or bag (retail range).
4. Advise the branch of outlet purchased from or point of loading or supplier.
5. Date of purchase/Till Slip or Invoice
6. Please advise your contact details:
 - Your Name & Surname
 - Telephone No./Cell. No
 - Postal Address
 - Street Address

PROTOCOL FOR CORRECTION OF COMPLAINT

1. The Customer Complaint will immediately be forwarded to the General Manager or Sales Manager for response and resolution as follows:
2. Our referee sample Batch is kept in storage to be checked for complaints of quality. This can be sent for analysis by appropriate independent laboratory if required.
3. The distribution and sales outlets will be investigated, and corrective action will be taken if damage or product deficiencies have occurred through incorrect handling or storage.
4. Where required defective or damaged product will be discounted, replaced, or refunded as negotiated or agreed between the purchaser and the representative of the supplier within 14 days of receiving the complaint if the customer complaint is found or deemed to be valid.
5. Customer will be advised by email of the action taken to resolve the complaint within 14 days of receipt. If complaint has not been resolved within 14 days, a report on progress will be made to customer.
6. PLEASE NOTE: Talborne Organics attempts to comply with the CPA regulation at all times but reserves the right to limit liability in case of third-party damage beyond our control.
7. The complainant Report will be signed by the responsible person and placed on file and kept for Inspection.

J.A. Slabber
Sales Director
Date: 10 October 2022



Healthy Soil = Healthy Plants = Healthy People

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Talborne Organics Franchise Group (Pty) Ltd t/a Talborne Organics

Tel: +27 13 933 3172 • Email: info@talborne.co.za • Orders Email: admin@talborne.co.za

Postal: PO Box 1256, Cullinan, Gauteng, 1000 • Head Office & Factory: 9 Tungsten Street, Ekandustria, Bronkhorstspuit, Gauteng

www.talborne.co.za

Company Reg. No.: 1989/03866/07 • Vat No.: 468 018 6790 • Directors: EM Slabber (Chairman), M Slabber (Managing), JA Slabber (Sales and Marketing), EAJ Rathbone (Financial and Operations)

