



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 Urban Organics Office by email at urban@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), on the back of the bag (retail range) or on the labels on the bottles.
4. Advise the branch of outlet purchased from/ 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
 - Street Address

PROTOCOL FOR CORRECTION OF COMPLAINT

1. The Customer Complaint will immediately be forwarded to the Sales Manager or Managing Director 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 Urban 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.

Claire Gove/ Helen Quayle
Managing Director/ Sales Manager



pg. 1

Talborne Urban Organics (Pty) Ltd

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www.talborne.co.za

Company Reg. No.: 2018/628088/07 • Vat No.: 422 028 6654 • Directors: C. Gove (Managing), G.I. Gove (Creative and Projects) • Non-Executive Director: JA Slabber

