

REBARMAT CLAIM POLICY

This Claim Policy provides guidance on the process for submitting claims related to REBARMAT – HMP GROUP LTD products, namely GFRP reinforcement (Rebars, meshes, fibre) to ensure timely resolution and customer satisfaction.

1. Eligibility for Claims

Claims may be submitted for the following reasons:

- **Defects in materials or workmanship**
- **Non-compliance** with product specifications, certifications, or standards as stated in the contract or agreement
- **Damaged goods** upon delivery
- **Shortage of delivered products** or incorrect quantities
- **Misdelivery** or incorrect products shipped

2. Claim Submission Process

To initiate a claim, the customer must follow the steps below:

2.1 Time Frame for Submitting a Claim

- Claims must be submitted within **7 days** from the date of receipt of the product.
- For hidden defects not visible at the time of delivery, claims must be submitted within **30 days** of discovery but no later than **6 months** from the delivery date.

2.2 Required Documentation

The customer must provide the following documentation for the claim to be processed:

- **Order Reference Number** (e.g., Purchase Order or Invoice)
- **Delivery Note, CMR or Certificate**
- **Description of the Issue:** A detailed description of the defect or issue
- **Supporting Evidence:** Photos, videos, or other relevant evidence demonstrating the issue
- **Batch Number/Serial Number** – Item production date

2.3 How to Submit a Claim

Claims can be submitted via:

- **Email:** claims@rebarmat.com
- **Phone:** +371 29503700 (customer service contact)

3. Evaluation and Resolution Process

Once the claim is received, the following steps will be taken:

3.1 Acknowledgment of Claim

- Rebarmat will acknowledge receipt of the claim within **2 business days**.

3.2 Investigation

- Rebarmat will conduct a thorough review of the claim, which may include:
 - Analyzing the documentation and evidence provided
 - Consulting with quality control team
 - Inspecting the product or requesting further evidence

3.3 Resolution Options

If the claim is accepted, Rebarmat will provide one of the following resolutions within **14 business days**:

- **Product Replacement:** The defective product will be replaced with an identical or equivalent product.
- **Refund:** A full or partial refund will be issued, depending on the nature of the claim.
- **Repair:** The product will be repaired (if feasible).
- **Other Remedies:** Rebarmat and the customer may agree on an alternative resolution.

4. Exclusions

The following situations are not eligible for claims:

REBARMAT

Is HMP GROUP LTD registered
trademark

Company details:

HMP GROUP LTD
Priezmalas 8, Kadaga
Adazu novads, Latvia LV2103

Bank details:

AS BlueOr Bank
IBAN: LV85 CBBR 1126 3679 0002 0
SWIFT: CBBRLV22

- Damage caused by improper storage, handling, or installation not in accordance with Rebarmat's Intended Product use guidelines
- Normal wear and tear of products
- Issues arising from modifications or alterations made by the customer after delivery
- Product issues resulting from non-compliance with local building codes or regulations by the customer

5. Return of Defective Products

If a product return is required, Rebarmat will provide instructions for returning the defective product. The cost of shipping for returns will be covered by:

- **Rebarmat**, if the claim is approved.
- **The customer**, if the claim is rejected.

6. Contact Information

For any questions or additional information regarding the claim policy or process, please contact:

- **Email:** claims@rebarmat.com
- **Phone:** +371 29503700 (customer service contact)