



**CSTL MANAGEMENT SYSTEM
Standard Operating Procedure**

Document No: CMS-AMB-
CSD-WP-SOP-10

Revision No:01

Policy date: 01-04-2024

**Process Title: WARRANTY POLICY ON FARM & OTR
TUBES & FLAPS**

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- 1. Objective:** The objective of this document is to give information about warranty on Farm & OTR tubes & flaps.
- 2. Scope:** This is applicable to all claims related to Farm & OTR Tubes & Flaps.
- 3. Process Owner:** Head Customer Service
- 4. Abbreviations:** FOC:- Free of cost
- 5. Process Description:**

TUBES:

All manufacturing defects to be adjusted within a period of 2 years from the date of manufacture.

AMOUNT TO BE CHARGED:

FOC: Within a period of 24 months from the date of manufacture.
Beyond 24 months the warranty ceases.

FLAPS:

All flaps are adjustable for manufacturing defects within 2 years from the date of manufacture.

AMOUNT TO BE CHARGED:

FOC: Within a period of 24 months from the date of manufacture.
Beyond 24 months the warranty ceases.

6. Records:

SL. No	Record Title	Format No	Retention period	Retention Responsibility	Indexing Method
1	WARRANTY POLICY ON OTR TUBES & FLAPS	NA	NA	Customer Service	NA

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