SINT Technology
TÜV AUSTRIA Group

TESTING LABORATORY
Acoustical and Vibration analysis,
Strain gage & Residual stress tests,
Perfomance tests & Data Acquisition,
Software design & development,
Instrumentation design & development

COMPLAINTS POLICY

SINT laboratory has a documented process to receive, evaluate and make decisions on complaints arising from non-conformities detected by customers or third parties, so to ensure a satisfactory product/service and allow the acquisition of data for product/service improvement of SINT Quality System.

Complaints can be raised:

- By the Customer upon use of the test report, or after delivery of returned test objects & equipment
- By third parties, users of the Customers' services and products

Any complaint (even if only verbal) is subjected to analysis and verification with the customer and it is always forwarded both to the Management and to the Quality Supervisor who proceed to analyze and evaluate the complaint after having communicated its receipt.

If the complaint is considered relevant, the Quality Supervisor will report it in the "Complaint Register", defining its category and consequently the required resolution methods:

a) Complaints that upon verification prove to be unsubstantiated (unfounded): in this case, the Management prepares and sends an email of clarification to the customer within 5 days from the date of receipt, explaining the reasons that led to conclude that the complaint is unfounded.
b) Complaints highlighting a non-conformity: in this case, the Quality Supervisor will activate the “Non-compliant Activities” management process and will send an informative email to the customer within 15 working days from the date of receipt.
c) Complaints that highlight a problem, namely the need to activate one or more Corrective Actions: in this case the Quality Manager will activate the “Corrective Actions” management process and will send an informative email to the customer within 15 working days from the date of receipt.

In any case, the results of the complaint analysis are reviewed and approved by personnel not involved in the management of the business activities affected by the complaint, or rather by the Management and the Quality Supervisor; the latter will also be responsible for notifying to the writer the conclusion of the treatment and the closure of the complaint itself.

Finally it should be noted that, to any interested party who requests a description of the complaints handling process, also via the dedicated the dedicated e-mail address quality@sintechnology.com, the organization send a copy of paragraph 7.9 of the Quality Manual, which describes the procedure adopted and of which this document represents an excerpt.

Date 09/29/2026 **The Management**