Free Form Plastic Products Inc. (referred to as Free Form) is committed to customer satisfaction. Any situations where a customer feels that there is a legitimate claim against Free Form, must be handled according to the **Complaint Resolution Policy**.

1) The selling dealer must forward all written customer complaints with regards to machine performance and general dissatisfaction to Free Form, in writing. **It is the responsibility of the selling dealer to fully investigate the cause, effect, and possible solutions of the problem**. These items must be listed in the letter, and the selling dealer and customer must sign the letter. Where possible, a Free Form Representative may accompany the dealer in investigating and assessing the situation with the customer. In this case, the selling dealer must submit a written account of the problem to Free Form.

If the customer calls or writes directly to the factory, Free Form will notify the dealer in writing. The customer will be notified that no further action will be taken until the selling dealer fully investigates the problem. It will then become the responsibility of the selling dealer to fully investigate the problem as outlined above.

2) When the signed complaint letter is received at the factory, the dealer will be advised, in writing, of Free Form's position. It will be the responsibility of the dealer to advise the customer of this position.

3) If the customer disputes this position, a meeting will be co-ordinated by the dealer, to bring together the dealer, the customer, the Free Form Manager, and the Free Form Territory Sales Manager. If the claim can not be resolved at this meeting, the customer will be advised to consult legal assistance to further his claim, and no further action will be taken by Free Form until this legal action is initiated.