

Quality Control and Claim Procedure

Daily Quality Control Procedure

At Kornbest, quality control is an integral part of our production process. We have established a robust system to ensure that our products consistently meet the required standards. Here's how we maintain quality:

Production Monitoring Process

Quality is controlled throughout the production process:

- Machine operators are trained to inspect the thickness and dimensions of their own work. Sorting staff must pass grading exams before starting work, and their working IDs are recorded on pallets for accountability.
- Each workshop is supervised by a Production Team Leader, who ensures that any deviations or issues in the production process are promptly identified and addressed.

Daily Quality Checks

A designated Quality Controller conducts daily inspections:

- Samples are taken from **wet veneer pallets** to test thickness and dimensions for accuracy.
- Pallets are randomly selected to inspect the **dry veneer** grading percentage, and data is recorded to ensure compliance with the standards agreed upon with customers.
- Any defects, such as short lengths, curved edges, or lower grading, are immediately reported to the Production Team Leader for corrective action.

Final Pre-Loading Inspection

Before loading, logistics staff perform a final inspection to confirm that product specifications and volumes meet customer requirements.

Claim Procedure

We highly value our clients' satisfaction and are committed to addressing any quality issues promptly and efficiently. To help us resolve any concerns effectively, we kindly ask for the following information:

Reporting Timeline

- Quality-related claims are required to be reported within **7 days** of receiving the products.

A: Documentation for Volume Issues

- Submit the **label of the problematic pallet(s)** along with the **invoice**. This is crucial, as the label identifies the person responsible for the pallet.
- Provide detailed data indicating whether the issue affects *multiple pallets* or *the entire shipment*.

B: Documentation for Quality Issues (e.g., Lower Grading or Defects)

- In addition to the invoice and pallet label, please include **all photos or videos that clearly illustrate the problem**.

Resolution Timeline

Once we receive the necessary information, we are committed to providing a solution within **3 working days**. Solutions will be communicated via phone or in written format, depending on the client's preference.

Commitment to Quality

We strive to deliver excellence in every product. Your collaboration and detailed feedback enable us to improve continually and ensure your satisfaction. Together, we can maintain the highest quality standards.