**AUTHORIZATION FOR E\_CARE:**

**•** For authorization to E\_care write to[**eCare.Admin@luxottica.com**](mailto:eCare.Admin@luxottica.com)

**GENERAL INFORMATION**

The procedure to identify and communicate customer complaints is required to obtain the Intercompany compensation from Luxottica Group. There are three macro categories of claims:

Table 1 – Claim type

|  |  |
| --- | --- |
| **CLAIM TYPE** | **DESCRIPTION** |
| ANOMALIES | Warehouse picking errors:   * Missing pieces: small amounts of missing frames * Over-shipments: more pieces received than ordered * Exchanges: right quantity but wrong pieces |
| MISSING PARCELS | Partial or complete lack of packages that compose the shipment |
| THEFT/DAMAGES | Considerable quantities of missing frames received via shipments not compliant with Luxottica standards (shipments clearly tampered, torn, punctured, damaged, etc.) |

**SUBSIDIARY ACTIONS**

Every time a customer complaint regarding one of the above-mentioned cases is received, the Subsidiary must follow these steps:

1. **DEADLINE CONTROL**

The first task of the Subsidiary is to control that the claim respects the timeframe standards set by Luxottica Group.

Any report received after the agreed date will not be credited:

• Warehouse anomalies: within **15 days** from the date of "truck loading"

• Transport anomalies: within **15 days** from the date of the forwarder's declaration and **30 days** for missing parcel (from the date of "truck loading").

**ATTENTION**: If you have a courier’s POD and the delivery date to Customers will be delated on transit, the check days will be calculated from POD date.

1. **DATA AND DELIVERY STATUS CONTROL**

The delivery status must be verified through the Carrier website in order to assess possible deficiencies or partial delivery. Incomplete or missing data needs to be controlled and integrated as necessary, e.g. (delivery number, confirmation number, date, etc.).

1. **CLAIM CLASSIFICATION**

Once all the needed data has been verified, the Subsidiary has to open the TKT in the E-care platform. Where it will choose the claim type selecting from the list in Table 1.

If the Ticket concerns:

* **Warehouse anomaly** have to filled **ONE singular form per day with all details** .
* **Transportation Anomaly** have to filled **ONE singular form FOR EACH issue** (theft /damage etc) with all documentation relative of claim.

1. **DOCUMENTATION COLLECTION**

According to claim type, the Subsidiary has to collect a series of documents in order to get the claim accepted and analyzed by Luxottica Group.

Table 2 lists all the integrative compulsory documentation.

Table 2 – Compulsory integrative documentation

|  |  |
| --- | --- |
| **CLAIM TYPE** | **REQUESTED DOCUMENTATION** |
| ANOMALIES | Standard Form Luxottica (File ZSDO\_WPO\_DATA\_RTTF layout \ANOMALIE) |
| MISSING PARCELS | Standard Form Luxottica (File ZSDO\_WPO\_DATA\_RTTF layout \ANOMALIE)  Forwarder’s declaration that states the parcel was lost or never received |
| DAMAGES | Standard Form Luxottica (File ZSDO\_WPO\_DATA\_RTTF layout \ANOMALIE)  Forwarder’s declaration  Proof of delivery signed with specific reserve (weight, damages, quantity..)  Pictures that report eventual damages  Other notifications of non-evident anomalies at the delivery time (\*\*) |
| THEFT | Standard Form Luxottica (File ZSDO\_WPO\_DATA\_RTTF layout /ANOMALIE)  Customers’ complaint to competent authorities  Forwarder’s declaration |
| UNKNOWN SIGNATURE | Standard Form Luxottica (File ZSDO\_WPO\_DATA\_RTTF layout /ANOMALIE)  Forwarder’s declaration |

(\*\*) Customers have 7 days from delivery date to give written communication, to the forwarder and to the Subsidiary, about theft or damages that were not evident at the moment of the delivery. Notifications has to be done even when shipments are accepted with general reserves like “unchecked” (art. 30 CMR).

**Exception for UPS courier** because it doesn’t accept the reserve. In this case it’s possible to notification the damage /theft within 14 days from delivery date.

(Attention this condition is valid if the original box will be preserved for the check)

**Please note:** if the TKT received from the E-care platform does not comply with the information in the above details, it will not be processed and the tkt will be closed before 5 days