

ACPS AUTOMOTIVE	Annex QAA Overview of Complaint Costs	ACPS-STD-P-009
VICE PRESIDENT, GLOBAL PURCHASING		REVISION: 000

1. Principle

The costs listed below will be charged to the supplier in accordance with the polluter pays principle in the event of quality defects caused by the supplier. Invoicing is based on actual costs or defined flat rates.

2. Cost Overview

Category	Service / Description	Billing	Cost rate (guide figure)
Goods receipt / inspection	Additional goods receipt inspection (beyond standard)	per hour	€60 – €90
	Inspection costs: laboratory / measurement technology	per hour	€80 – €120
Sorting / Internal rework	Sorting costs	per hour	€50–80
	Production / Logistics	per hour	€60 – €100
External sorting (service provider)	Sorting operations carried out by external service providers	charged at cost	Surcharge + 10–15% Handling fee
	Special transport (express, courier, direct delivery)	per case	as incurred + 10%
Logistics	Additional costs	per hour	€50 – €80
	Packaging / repackaging	per hour	€80–100
Special tests	Material testing	per hour	€90–110
	Dimensional inspection	per hour	€4,000 – €5,000
	Carlos BC/TC/etc.	flat rate	€500 – €2,500
Production disruption	Production downtime	per hour	€300 – €1,500
	Line interruption / cycle time loss	per hour	€150 – €500 flat rate or €80/h
Complaints handling	8D processing / root cause analysis	flat rate or per hour	€80 – €120
	Supplier management / escalation	per hour	charged at cost
Field complaints	Analysis & handling of field complaints	per case	

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	Call-back costs (if incurred)	per case	on a time and materials basis
Administrative costs	Processing of complaints / credit notes / debits	flat rate	€50 – €150

3. Billing terms

Billing is on a case-by-case basis. Supporting documentation is provided on request (e.g. time sheets, third-party invoices). External costs are passed on at cost plus a handling fee as per the table. Part-hours are charged as full hours.

4. Supplementary provisions

The minimum flat-rate charge per complaint is €100. In the event of repeated quality defects, ACPS Automotive reserves the right to carry out more extensive inspections.