

Investigation into Customer Complaint CCR141

Customer: Theatres, New Cross Hospital
Date reported by customer: 27th June 2011.
Date of this report: 4th July 2011
Author: Steve Hardaker, UK Sales Manager

Nature of complaint

Upon receipt of the goods, the customer reported damage to the surface of a custom-made Blue Diamond operating table gel pad. The pad has not been used.

All gel pads are inspected prior to shipping from Viamed and no damage was noticed during the Q.A. process.

To allow for a full investigation, Viamed asked for the pad to be returned to Viamed in the original packaging. It was received in the original box, but without the protective layer of bubble wrap that was present when shipped from Viamed.

Result of Investigation

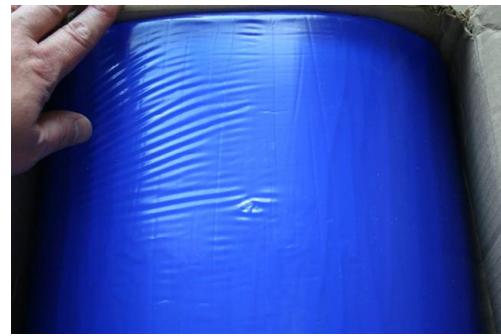
When received at Viamed, the gel pad was rolled up with the gel surface inwards. As part of the investigation process, the gel pad was re-rolled with the gel to the outside, replicating the way it was packed when shipped.

The rolled pad was then put back into the shipping box to observe where the damaged area was positioned in relation to the rest of the box.

This revealed that the damaged area on the gel pad corresponds exactly with the edge of the inner cardboard flap, which also shows signs of damage. This suggests that an implement was used to open the box, causing damage to the gel pad.



It can be seen that the damage begins at the point on the mattress corresponding exactly to where the flap ends, which protected the area of the pad beneath the flap.



Further evidence can be seen from the other end of the box, which has similar damage to the inner cardboard flap corresponding exactly with the position of slight scuffmarks on the gel pad where the implement used to open the box has run off the flap onto the pad.



Conclusion

Viamed have concluded that the damage was almost certainly caused by the use of a semi-sharp implement to open the box upon receipt at the Trust. This implement was most likely not a blade due to the rough tearing evident on the parcel tape and on the inner cardboard flaps: a blade would have generated a clean cut, whereas the parcel tape and cardboard flaps display a distinctly ragged incision.

This type of damage is not covered by the product warranty. As a goodwill gesture, Viamed will offer to repair the damage free of charge using the manufacturer's repair kit, which is designed specifically for the task. This comprises a patch of the same material used for the skin of the gel pad, bonded to the surface over the damaged area.

This is a manufacturer-approved repair using a kit supplied by the manufacturer themselves: David Scott Co., U.S.A.

For future orders to this Trust, Viamed will be inserting layers of cardboard in the top and bottom of the shipping boxes in addition to the layer of bubble wrap, and will put an advisory caution sticker on the outside of the box advising care when opening.