



# COMPLAINT HANDLING POLICY SLOVNAFT, A.S. IN RELATION TO SALE OF MOTOR FUELS, LUBRICANTS, HEATING OILS, BITUMENS, CHEMICALS AND LPG

## SAMPLING PROTOCOL

NAME OF CUSTOMER	
<b>Product</b>	
<b>Sample label</b> (according to sample package)	
<b>Sampling method</b>	
<b>Amount of taken sample</b>	
<b>Place where the sample was taken from</b> (tank, discharging valve, dispensing gun, etc.)	
<b>Date when the sample was taken</b>	
<b>Name of the person who took the sample</b>	

### Additional Information:

<b>Sales Representative of SLOVNAFT, a.s.</b>	
<b>Date, place</b>	

\_\_\_\_\_  
Customer's signature

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SLOVNAFT, a.s.  
Sales Representative's  
signature