Document Title: **CUSTOMER COMPLANIT FORM**	Effective Date:25/05/2026	
	Document Code: SHARIF-QSF-CFS-F02	
	Rev. #.00	Ref #:

Project Detail :	**PO NO. 210031057**
Customer Name: UNION COPPER ROD LLC	**Contact No: 0549940486**

Complaint: PALLETS CONTINOUSLY BREAKING DURING USAGE. PALLETS

SHOULD STRICTLY COMPLIED WITH THE GUIDLINES AND SPECIFICATIONS OUTLINED

IN THE APPROVED DRAWING AND STATED REQUIREMENTS.

Date:

MAY 22, 2026

Action Taken by:

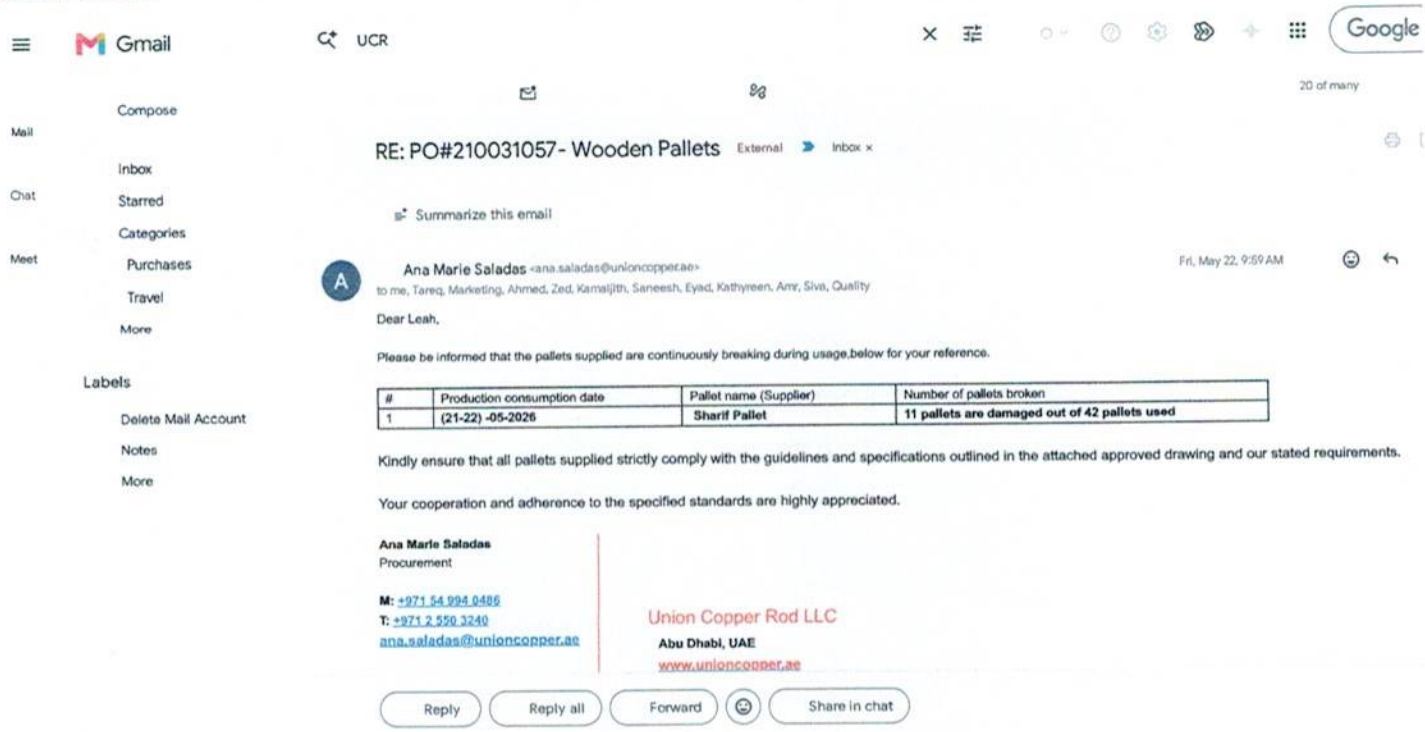
VISHNU MOHANDAS

Corrective Action

WE REPLACED PALLETS AS PER STATED REQUIREMENTS AND STANDARDS

Verified by
AKHIL RAJENDRAN

Approved By
AJESH SATHYANANDAN



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Labels

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20 of many

RE: PO#210031057- Wooden Pallets External Inbox ×

Summarize this email

Ana Marie Saladas <ana.saladas@unioncopper.ae> Fri, May 22, 9:59 AM
to me, Tareq, Marketing, Ahmed, Zed, Kamaljith, Saneesh, Eyad, Kathyreen, Amr, Siva, Quality

Dear Leah,

Please be informed that the pallets supplied are continuously breaking during usage.below for your reference.

#	Production consumption date	Pallet name (Supplier)	Number of pallets broken
1	**(21-22) -05-2026**	**Sharif Pallet**	**11 pallets are damaged out of 42 pallets used**

Kindly ensure that all pallets supplied strictly comply with the guidelines and specifications outlined in the attached approved drawing and our stated requirements.

Your cooperation and adherence to the specified standards are highly appreciated.

Ana Marie Saladas
Procurement

M: +971 54 994 0486
T: +971 2 550 3240
ana.saladas@unioncopper.ae

Union Copper Rod LLC
Abu Dhabi, UAE
www.unioncopper.ae

Reply Reply all Forward Share in chat

Gmail

Sharif Wooden Pallets <pallets@sharif.ae>

Re: PO#210031057- Wooden Pallets - hold the order

1 message

Saneesh George <saneesh.george@unioncopper.ae> Mon, Aug 10, 2026 at 9:12 AM
To: Ana Marie Saladas <ana.saladas@unioncopper.ae>, Sharif Wooden Pallets <pallets@sharif.ae>
Cc: Tareq Jaradat <t.jaradat@unioncopper.ae>, Marketing Sharif Pallets <marketing.pallets@sharif.ae>, Ahmed Abdulwhab Bashir <ahmed.bashir@unioncopper.ae>, Zed El Khatieb <zed.elkhatieb@unioncopper.ae>, Kamaljith K Nath <kamaljith.knath@unioncopper.ae>, Eyad Al Najjar <e.najjar@unioncopper.ae>, Kathyreen Trillana <kathyreen.trillana@unioncopper.ae>, Amr Tamer Ibrahim <amr.ibrahim@unioncopper.ae>, Siva Balan <siva@unioncopper.ae>, Quality Department - Union Copper <quality@unioncopper.ae>

Dear Ana,

The replacement pallets received from Sharif were inspected, and no abnormalities were found. The replacement of all pallets that were on hold has been completed, and the pallets were found to be satisfactory.

Saneesh George
Store Supervisor

M: +971 50 910 7147
T: +971 2 550 3240
saneesh.george@unioncopper.ae

UCR
Union Copper Rod LLC
Abu Dhabi, UAE
www.unioncopper.ae

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From: Ana Marie Saladas <ana.saladas@unioncopper.ae>
Sent: Thursday, July 23, 2026 3:29 PM
To: Sharif Wooden Pallets <pallets@sharif.ae>
Cc: Tareq Jaradat <t.jaradat@unioncopper.ae>; Marketing Sharif Pallets <marketing.pallets@sharif.ae>; Ahmed Abdulwhab Bashir <ahmed.bashir@unioncopper.ae>; Zed El Khatieb <zed.elkhatieb@unioncopper.ae>; Kamaljith K Nath <kamaljith.knath@unioncopper.ae>; Saneesh George <saneesh.george@unioncopper.ae>; Eyad Al Najjar <e.najjar@unioncopper.ae>; Kathyreen Trillana <kathyreen.trillana@unioncopper.ae>; Amr Tamer Ibrahim <amr.ibrahim@unioncopper.ae>; Siva Balan <siva@unioncopper.ae>; Quality Department - Union Copper <quality@unioncopper.ae>
Subject: RE: PO#210031057- Wooden Pallets - hold the order

Dear Leah,

The replacement pallets from was inspected, and no abnormalities were found.
Kindly proceed the replacement of remaining 135 Nos the soonest possible.

Ana Marie Saladas
Procurement

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T: +971 2 550 3240
ana.saladas@unioncopper.ae

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