

**1**

**STEP**

### CONTACT

Please contact your the Export Customer Management Team through email

E-mail: [info@oscarlubricants.com](mailto:info@oscarlubricants.com)

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**STEP**

### SENDING THE SAMPLE

After sampling, fill the sampling protocol and close the 1L sampling bottle or grease box.

Please send the sample to the following address:

Oscar Lubricants LLC  
Building 21, Street 85  
New Industrial Area 1  
Ajman, United Arab Emirates  
P.O.Box 7546

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**STEP**

### REGISTRATION

Export Customer Management Team provides information on the unique register your official claim and identification number of the claim and the additional steps.

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**STEP**

### INVESTIGATION

We are in constant contact with you during the investigation phase of your complaint.

You get information about:

- the arrival of the sample
- the expected time of the investigation
- the result of the investigation
- further necessary measures

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**STEP**

### SAMPLING

In the country where Oscar Lubricants has an official distributor, if you would like to have an official staff take a sample from the suspect product, please send an e-mail to [info@oscarlubricants.com](mailto:info@oscarlubricants.com)

If you are taking the sample, please inform it in our contact above and we will provide you the sampling procedure.

Please take a sample at least 1 liter / kg from the suspect batch according to the sampling procedure sent with the complaint ID and attach a complete sampling protocol and a photograph of the sample.

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**STEP**

### CLOSURE OF THE CLAIM

We will send you written information about the outcome of the complaint. If no further action is required, the complaint will be closed. Please inform Oscar Lubricants.

([info@oscarlubricants.com](mailto:info@oscarlubricants.com)) after sending the sample to us.

If our colleague is involved in the sampling, he will forward the sample to the laboratory.