

Product Defect and Quality Issue Reporting - Instructions

This directive applies to all furniture, filing, and seating items.

Whenever a product defect or quality issue is found during the process of assembly, Apollo is required to submit the details associated with that issue.

Please complete the form on page 2, capturing all issue details, and then submit it along with accompanying photos to help document your findings. In order to submit the form along with accompanying photos, all assembly work orders/shifts will now ask one survey question inquiring if you came across an issue during assembly.

- Good photos are an important step in the documentation. Please be sure they are clear and show the issue properly for it to be understood when Apollo submits it to Office Depot.

Below are potential examples (but not limited to) of product defects or quality issues:

- ✓ Pre-drilled holes not in the correct location
- ✓ Peeling or faded laminate
- ✓ Rusty parts
- ✓ Wooden parts not cut correctly
- ✓ Arms, bases, seat plates that don't fit properly

Below are examples (but not limited to) NOT considered product defects or quality issues:

- ✓ Broken parts
- ✓ Missing parts
- ✓ Parts damaged during the process of assembly
- ✓ Delivery damage
- ✓ Normal assembly challenges

***** If you are unsure that your situation is a legitimate Product Defect or Quality Issue, please contact your District Manager to discuss. *****

Product Defect and Quality Issue Form (one form per product)

General Information

Date of Report	
Store Number (if in store)	
Store City and State	
Name & EID (print)	
Work Order / Shift #	

Product Information - this information can be found on the outside of the box, or in the assembly manual

Manufacturer Name	
Product Name	
Product SKU #	
Product Model #	
PO #	
Manufacturer #	
Lot #	

Issue Information – submit photos to document each issue listed below

Part # With Issue	
Description of Issue (take photo)	
Other Part # W/ Issue	
Description of Issue (take photo)	
Other Part # W/ Issue	
Description of Issue (take photo)	

General Comments About the Issue

--

Signatures

The signatures below indicate that all parties agree with the issue(s) reported above.

Apollo Technician	
Customer or Manager	