

## Clip Preparation /Delivery Complaint (Post Sale)

This form is designed to assist the Australian Wool Exchange to investigate complaints relating to the preparation or delivery of raw wool. Information provided is for investigation purposes and will result in notification to any relevant persons involved. It is essential that the actual bale(s) affected by the preparation or delivery fault is positively identified. This is not a claim notice. Complaint information is collected in confidence.

Complaint lodged by: \_\_\_\_\_ (Company Name)

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Country: \_\_\_\_\_

Your Telephone: \_\_\_\_\_

Your Facsimilie: \_\_\_\_\_

Your E-Mail: \_\_\_\_\_

Australian Wool Exchange Ltd  
Postal address: PO Box 649 LANE COVE NSW 1595  
Street Address: 318 Burns Bay Road, Lane Cove 2066.  
Ph: 02 9428 6140  
Fax: 02 9420 9633

**E-mail: [registrar@awex.com.au](mailto:registrar@awex.com.au)**

## 1. Issue Description

Please give overview details of the alleged fault, e.g. description, number, bale weights, contamination, divergent type, clip preparation etc. If fault is based on divergence from type or wool preparation please detail expected type as well as received type. Specific details are sought in later questions.

---



---



---



---



---



---

## 2. Sale Lot Detail

Please complete the following table. These details assist with the traceback and cross reference with (auction) grab sample.

Method of purchase	Buying Company	Broker Name	Sale/ Season	Lot number	Total number of bales	Test Certificate ID
Auction Private						

Comments (if any)

---



---



---



---

### 3. Bale Detail(s)

Please complete the following table with problem bales.

Property Brand	Bale Description	Bale Number	Woolclasser Stencil on bale	Fault/Complaint Detail	AWEX Use

a. Do ALL bales in the sale lot have the same Woolclasser Stencil? Y N Unknow  
*Any other identifying characteristics*

## 4. Detection

a. Was the alleged fault discovered before the pack was completely emptied? Please tick.

Yes		No	
-----	--	----	--

b. Is the bale/pack still containing the alleged fault available for inspection? Please tick.

Yes		No	
-----	--	----	--

c. Please define clearly how the alleged fault was found, paying particular attention as to how the link can be made between the bale carrying the classer's stencil and the alleged fault. Please include the name of the person who discovered the alleged fault.

---



---



---



---



---



---



---



---

## 5. Supporting Documentation/Evidence

Do you have any further information (eg a sample of the alleged fault, photographs) that may assist in reporting and resolving this reported incident?

### a. Photographs (Overseas or Australia)

Wherever possible, a complaint should be accompanied with (digital) photographic support.

*Recommended Photograph procedure*

- Please supply as many photographs as possible. Try to make sure they CLEARLY display the alleged fault and the source.
- It is recommended that Photographs include a date/time stamp.
- At least one photograph must display a sample of the fault AND the bale and its identifying marks (either head or face). The classers stencil number and farm brand must be CLEARLY visible.



**b. Sample**

Is a sample available?      Y    N

If the Australian Wool Exchange considers it necessary to courier samples the Australian Wool Exchange will pay the costs of the courier.

**c. Bulk (Bales) (in Australia)**

Is the bulk available for inspection?    Y    N

If Yes it is preferable that as many bales as possible from the sale lot are available for inspection. Please supply the address of the warehouse and contact details for AWEX to arrange an inspection as soon as mutually convenient.

---

---

---

---

---

---

**6. Declaration**

I hereby declare that the information that has been provided in this report is correct.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name** \_\_\_\_\_ **(Please print)**

**Title** \_\_\_\_\_ **(Please print)**

Australian Wool Exchange Ltd  
Postal address: PO Box 649 LANE COVE NSW 1595  
Street Address: 318 Burns Bay Road, Lane Cove 2066.Ph: 02 9428 6140 Fax: 02 9420 9633  
**E-mail: registrar@awex.com.au**

## 7. AWEX OFFICE USE ONLY

**CASE REF-ID:** \_\_\_\_\_

**CASE TYPE:** \_\_\_\_\_

Event/Action	Detail/Notes			
Date Received /Date Acknowledge client	/			
Case opened in CSS	ID:			
Assigned to				
Authenticate Lot Details (VFP)	SALE/SN    BROKER    LOT NO    BUYER    CERT			
Audited AWEX-ID Appraisal & Comment				
Clip Inspection Record				
Third party cross ref (opt. and if nec.)				
Obtain copy of Specification (AW/OC)				
Do lot/bale details match specification?				
Did classer class ALL bales for this case?				
Is more than one classer stencil involved on lot?				
Seek bale weights (on weight complaint)				
Correct Bales lotted together by seller?	<b>YES</b>	<b>NO</b> (LOTTING ERROR)		
Verify and xmatch ClasserID	SPECI	CSS	VFP	EVIDENCE
Inspection on	<b>Client Photo</b>	<b>Bulk</b>	<b>Sample</b>	
Does Bulk match Specification Document?				
Photograph taken by AWEX				
Inspectors Assessment				
Recommendation/Action	<b>NFA</b>	<b>RRC</b>	<b>Rules</b>	<b>Registrar</b>
Progress report to Client				
Notify Broker (if seller error)				
Notify Woolclasser (if classer error)				
Update CSS record				
RRC/RULES/REGISTRAR Process/Action				
Case Close Date/Notify Client				