



ERAI Complaints Department – Reporting Terms & Conditions

ERAI will exercise a reasonable effort to contact the Reported Company to dispute the information being provided. If the Reporting Company has provided sufficient evidence to substantiate their complaint and if the Reported Company fails to respond to or dispute the complaint within ten days after the draft complaint was provided to the Reported Company, ERAI will proceed with the issuance of a draft report. Communications between the Reporting and Reported Parties, ERAI and its representatives is considered privileged and confidential. The dissemination of documentation and/or emails to third parties not directly involved in this complaint could result in this case being dismissed and/or the revocation of ERAI membership, if applicable. All parties understand that information provided to ERAI is the property of ERAI, Inc.

ERAI will act in an unbiased manner in an effort to investigate and, if requested both by both parties to mediate, a situation fairly, amicably and to the best of its ability. It is important to understand that your company may be asked to reach a compromise or settlement with the other party/parties. You are entitled to accept or refuse a proposed settlement. In many cases, ERAI is able to assist in the settlement of disputes.

Reporting and Reported Companies have the option to dispute the findings of an ERAI investigation by requesting the incident be reviewed by ERAI's Grievance Committee. Please visit www.eraí.com (About ERAI tab) for information relative to ERAI's Grievance Committee.

If the involved parties have contact with each other without ERAI's involvement after the complaint has been filed that alters the status or details of the incident, it is important that information is shared with ERAI.

If the incident is distributed on an ERAI Alert or Dispute and the status changes in any way (ie: resolved, partial payments, settlement agreement, etc), it is important that ERAI is notified in order for it to maintain accurate records.

Accuracy is critical.

Alerts and Disputes

ERAI Alerts include a summary of the reported incident and only identify the Reported Company. Most incidents are reported as Alerts.

For various reasons, ERAI may report a complaint as a Dispute. A Dispute discloses the names of both the Buyer and Seller and is posted in the company profiles of both parties. Neither party will lose their ERAI Membership (if applicable) as a result of a Dispute Alert. If it is determined that your complaint will be reported as a Dispute, ERAI will notify both parties prior to its release. The Reporting Company will have the right to dismiss the complaint if they do not wish to move forward with a Dispute Alert. Examples of situations where Complaints are reported as Disputes include but are not limited to: Cancelled Purchase Order complaints (exception: cancelled NCNR orders are reported as Alerts), incidents that occurred one year or more prior to the date from when they were reported to ERAI if the Reporting Company cannot produce evidence that it has been pursuing a resolution during that time period and when both parties, as determined by the sole discretion of ERAI, bear some responsibility for the alleged problems resulting from the incident. The sale of counterfeit goods will never be identified as a Dispute.

It is ERAI policy that once posted, Disputes and Alerts are not removed from the ERAI website.

ERAI will update/correct any erroneous or outdated information if substantiating documentation is furnished. If evidence is provided to suggest false data/documentation was provided to ERAI by either of the involved parties, the report may be removed while investigating the matter. In this case, a determination as to whether or not a report is removed will be contingent upon ERAI's findings.

Alerts that remain unresolved will remain visible on the ERAI website indefinitely. Alerts that are resolved will be archived three (3) years from the date of resolution.

Disputes, regardless if they are resolved or unresolved will be archived after three (3) years from the date reported.

All archived Disputes and Alerts will remain archived indefinitely.