



## Customer Service Policy

### Dear Client,

With the purpose of optimizing our services, and to better understand and fulfill your needs and expectations, we would like to introduce our Customer Service Policy.

Bioriented Polypropylene (BOPP) films, since they are technical products for industrial applications, require special care during handling, transportation and storage, in order to ensure adequate performance during their use.

In case any inconsistency has been observed in our products, please immediately contact our technical or commercial responsible officer, preferably by e-mail or telephone, to communicate your complaint or dissatisfaction.

Below you will find a list with some references/information that will help us understand your quest and expedite the resolution of any claimed nonconformity:

- ✓ Fiscal note number
- ✓ Order number
- ✓ Reel number
- ✓ Related quantity
- ✓ Reason of the nonconformity
- ✓ EXT number (applicable to foreign markets)

### Receipt of Polo Films' films

Any damage to a film or its packaging material shall be notified in written form, upon the delivery of an order, by filling the carrier's "Check-list," and shall also be written it down on the back of the proof of delivery.

### Identification Labels

This data is found on the identification label of a pallet or reel, and on the label placed inside the tube of every reel, except for the Sale Fiscal Note number.

### Traceability to verify an occurrence

Once we have received the abovementioned references/information, we will trace the produced batch to verify the respective occurrence, and, when deemed necessary, we will schedule a technical visit.

### Validity Term

Only products within their validity term and properly identified at source will be considered by Polo Films as subject to a nonconformity. The validity term is informed on the respective identification labels.

### Returns and Reimbursements

Segregated materials may only be returned after an inspection has been carried out, an opinion has been issued by the Technical Responsible Person, and such return has been approved by Polo Films, which reserves itself the right to evaluate any submitted material, search for the technical origin of any damage and for a solution to any nonconformity, and therefore not to accept any full or partial return of any supplied material if all the abovementioned conditions have not been fulfilled.

**Polo Films Indústria e Comércio S/A.**  
**[www.polofilms.com.br](http://www.polofilms.com.br)**



Returns / withdrawals of segregated materials will always be made in the month following the month in which any occurrence (M+1) has been informed to Polo Films.

We will not accept any return nor agree to make any reimbursement, whether to replace materials or any monetary amount related to workforce, processed materials, printed materials, and laminated, adhesive, and trimmed materials, either combined or not with other substrata of any kind (films/paper/aluminum/etc.), or of any other material that has been damaged due to inadequate handling or storage, and also no return or reimbursement will be made in regard to equipment and accessories damaged during the film conversion process.

Upon the submission of any complaint or dissatisfaction related to any product, and after Polo Films has properly agreed on the applicability and origin of a complaint, a reimbursement will be made after the physical return process of any material has been performed, and in conformity with the same claimed version and quantity.

### **Return Procedure**

**After Polo Films' agreement and approval**, and in order to more quickly fulfill your need, we would like to ask you to comply with the following Return Procedure:

1. Please, do not damage any reel, especially the areas around their edges;
2. Please, return a film, preferably with the materials included in the original packaging, by placing it on a pallet. If that is not possible, please repackage the film while protecting the edges of the reel, and place it on a pallet;
3. Please, bend the material on the pallet to avoid any shift during transportation. Never place a reel in an upright position on a pallet;
4. Please, keep the original labels of all reels;

**Polo Films' responsibility will be limited, in regard to any and every occurrence, to a loss or damage equal to the maximum amount of a purchased film sold by the same.**

Being sure that the above rules and conditions aim at continuously improving our products, processes, systems, and services, we would like to thank you for your comprehension and compliance thereof.

**Polo Films Indústria e Comércio S/A.**  
**[www.polofilms.com.br](http://www.polofilms.com.br)**

**COMERCIAL**  
Rua Dr. Renato Paes de Barros, 750 – 17º andar  
Itaim Bibi – São Paulo – SP – Brasil – CEP 04530-001  
Fax: (11) 3478-5950

**FABRICA**  
BR 386, Km 423 – Distrito Industrial  
95780-000 – Montenegro – RS – Brasil  
Tel.: (51) 3883-6700 - Fax: (51) 3883-6835



**Polo Films Indústria e Comércio S/A.**  
**[www.polofilms.com.br](http://www.polofilms.com.br)**

**COMERCIAL**

Rua Dr. Renato Paes de Barros, 750 – 17º andar  
Itaim Bibi – São Paulo – SP – Brasil – CEP 04530-001  
Fax: (11) 3478-5950

**FABRICA**

BR 386, Km 423 – Distrito Industrial  
95780-000 – Montenegro – RS – Brasil  
Tel.: (51) 3883-6700 - Fax: (51) 3883-6835