



## Customer Service Policy

### Dear Client,

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

All films commercialized and/or produced by Polo Films are made according to strict technical specifications for industrial applications, and so require care during handling, transportation and storage to ensure their adequate performance.

In case you have found any discrepancy in our products, please immediately contact our commercial or technical representative, preferably by e-mail or phone, to inform on your complaint or dissatisfaction.

Below you will find some references/information that will help us understand your demand, and streamline the solution of any indicated nonconformity:

- Fiscal note number;
- Order number;
- Reel number;
- Reclaimed quantity;
- Reason of the nonconformity;
- EXT number.

*<sup>1</sup>This applies only to Foreign Market.*

### Suitability Analysis | Returns<sup>2</sup> | Reimbursements<sup>3</sup>:

The suitability analysis aims at identifying, analyzing and handling a nonconformity, as well as at guiding our clients in regard to the destination and/or possible selection of materials that may be consumed.

During this stage, it is indicated if the analyzed materials should either be consumed or not, and in case a client faces a pressing need to use them, support and guidance is provided by the Technical Responsible person.

Segregated materials may only be returned after they have been inspected and the Technical Responsible person has issued a favorable opinion, and as approved by Polo Films, which reserves itself the right to evaluate any material, look for the technical cause and for a solution to any nonconformity, and therefore not to accept any full or partial return of any supplied material if all the above conditions have not been fulfilled.

Returns / withdrawals of segregated materials shall always be performed in the month immediately after the month when an occurrence has been communicated (M+1) to Polo Films.





Returns or reimbursements will not be applicable, whether they involve the replacement of materials or workforce compensation, to processed, printed, plated, adhesive, and cropped materials, either combined or not with other any substrate of any kind (films/paper/aluminum/etc.).

In addition to that, materials that may have been damaged due to incorrect handling or storage will not be reimbursed or replaced, in addition to equipment and accessories damaged during the film conversion process.

In the case any complaint or dissatisfaction with any product is submitted, and after Polo Films has properly granted consent and accepted the suitability of a complaint, reimbursement will be provided through the physical return process of the material and in the same reclaimed version and quantity.

If deemed suitable the company's Commercial Area, based on a technical analysis, will be responsible for the respective reimbursement, at the product's sale price, and according to the conditions negotiated in the commercial invoice.

<sup>2</sup> *All Devolution Procedures apply only to Domestic Market customers;*

<sup>3</sup> *Reimbursements over 3t that will be negotiated by deducting the costs of turning the remaining material proper to use. This condition applies only to Foreign Market customers.*

#### **Return Procedure:**

After Polo Films has properly granted consent and approved it, and in order to more quickly fulfill your needs, please follow the Return Procedure indicated below:

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

**As regards any and every occurrence, Polo Films will assume limited responsibility for any loss in the amount of the purchase value of a commercialized film.**

Being sure the above ruled and conditions aim at continuously improving our products, processes, systems, and services, we would like to thank you very much for comprehension.

