

COMPLAINTS AND CLAIMS POLICY

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We consider all feedback as an opportunity for improvement, so we thank you in advance for the time you spent communicating your complaint.

Our process for understanding and managing a customer complaint or claim consists of three stages:

UNDERSTANDING, RESPONDING and IMPROVING

1. UNDERSTANDING

Our Commercial Representative will be responsible for collecting all information associated with the claim as well as all the information about the product that might be affected. If for any reason you think that Smurfit Kappa Ibi – Plásticos Vicent has not met the agreed conditions for the delivery of an order, please contact your Commercial Representative.

When the claim is related to an out-of-specification product, it will be necessary for us to perform a study of various samples associated with the claim in order to analyse the causes. Therefore, in such cases, please send us samples.

2. RESPONDING

After receiving the information and the samples, the Smurfit Kappa Ibi – Plásticos Vicent Quality Department will analyse the complaint and issue a report of all the details of the analysis and conclusions in a period of 5 working days.

The results of this analysis will be communicated to you by your Commercial Representative.

If you consider that you need any clarification or more information associated with the response you receive about the complaint or claim, you should let your Commercial Representative know. Smurfit Kappa Ibi – Plásticos Vicent will keep the samples associated with the claim for a period of 3 months after the issue of the report. This will enable a new study of the situation to be carried out if you are not satisfied with the response received to your claim.

3. IMPROVING

Based on the analysis of the causes, Smurfit Kappa Ibi – Plásticos Vicent will implement the appropriate Corrective Actions to ensure that the incident will never happen again or propose an improvement when the cause of the incident originated in the client's facilities.