

Customer Complaints Procedure

DOK.NO: P02.30.01 YAY.TAR.: 10.01.2025

> Return of the Products

REV.NO: 00 REV.TAR: -

In feedbacks: * Company name and contact information of the person making the notification;

- * Description of the complaint and product (order no, box no, etc.)
- *Reporting expectations from Art

Start

Receiving customer complaints. Complaints can be submitted in writing to sales@artambalaj.com, or verbally: +90 212 422 79 63 (Pbx) and face-to-face meetings.

Sending "Feedback Mail" (that the complaint has been received and notified to the relevant unit for evaluation) to the customer within 1 day (Quality Control Manager / Sales

Forwarding the received complaint to Quality Control Manager on the same day if the complaint is received during working hours, or on the following working day if the complaint is received outside working hours.

Investigating, prioritizing and responding to the nonconformity / complaint (Quality Control Manager, Department Heads)

High Priority Feedback: (to be responded within 1 day):

- 1. Unlawful practice
- 2. The problem that caused the cessation of customer activities

Normal Priority Feedback: (to be responded within 2 days):

- 1. Financial Issues
- 2. Problem causing disruption of customer activities
- 3. Non-compliance with the contract
- 4. Problem with communication and information flow
- 5.Problem with delivery

Low Priority Feedback: (will be responded within 3 days):

- 1. Subject outside Art Packaging's field of activity
- 2. Where Art Packaging is not at fault

No

Is the customer complaint justified?

Yes

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HAZIRLAYANQuality Management Manager

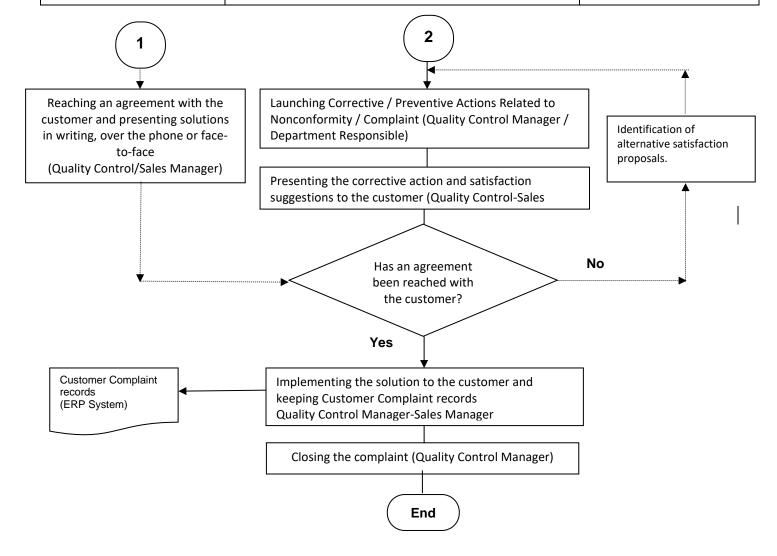
ONAYGeneral Manager



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