

FOREIGN ENTERPRISE “FOREIGN ENTERPRISE EUROGOLD INDUSTRIES LTD., UKRAINE LTD”

CLAIMS AND COMPLAINTS POLICY

The Claims and Complaints **Policy** of Foreign Enterprise Eurogold Industries Ltd., Ukraine is aimed to respond to all customer claims, issues, disputes and complaints quickly, decisively and accurately. Foreign Enterprise Eurogold Industries Ltd., Ukraine will make every effort to reach a mutually agreeable resolution to each complaint.

Terms of agreements that foresee different claims and complaint rules take precedence over the terms of this policy.

Regarding the claims and complaints Policy as well as the management in general Foreign Enterprise Eurogold Industries Ltd., Ukraine is guided by the following principles:

Visibility – Our claims and complaints Policy is readily available on our website by following the [link](#)

Accessibility – Our claims and complaints Policy is readily accessible to all business partners, employees and customers. The Policy is easy to understand and includes details on making and resolving complaints.

Responsiveness – When received via email, receipt of each complaint is acknowledged to the complainant immediately. Complaints will be treated courteously and kept informed of the progress of their complaint throughout the complaint-handling process.

Objectivity – Each complaint is addressed in an equitable, objective and unbiased manner through the complaints-handling process.

Systemic approach – the claims and complaints Policy of Foreign Enterprise Eurogold Industries Ltd., Ukraine is guided by principles stipulated in ISO 9001.

Confidentiality – The claims and complaints Policy’s goal is to adhere to all GDPR principles and be fully compliant with the respective requirements. The information provided by the Foreign Enterprise Eurogold Industries Ltd., Ukraine during the work with the claims or complaints as well as the review results are not the subject of disclosure

Continuous Improvement – Our claims and complaints Policy will be reviewed periodically, and at least annually, to aim to enhance its efficient delivery of effective outcomes.

QUALITY AND WARRANTY STATEMENT

Foreign Enterprise Eurogold Industries Ltd., Ukraine represented by its management and employees guarantees the quality and safety of the manufactured products. Which are provided by the systematic control over the implementation of technical requirements and recommendations for the production of products for domestic use. All products manufactured and delivered have an unlimited service life, provided that they are used for their intended purpose in accordance with the technical conditions and user manuals (for reference please visit <https://eurogold-industries.com/user-instructions>).

Foreign Enterprise Eurogold Industries Ltd., Ukraine represented by its management and employees guarantees the consideration of each comment and suggestion for improving the level of products quality and safety.

WARRANTY LIMITATIONS

Any limited warranty the producer declares not to be applicable to the following:

- **Improper or unconventional usage** when the product is misused against the technical requirements, product descriptions or user manuals provided by the manufacturer or standard practices for similar products;
- Since all products are being declared as *household* products **no** claims shall be accepted following the use for product **for professional / commercial purposes**;
- Application of **excessive loads** other than those stipulated by the respective certification requirements as followed by the manufacturer;
- No claims shall be accepted when products have undergone **chemical or electrochemical** treatment while in use;
- No claims shall be accepted when a **product's construction has been modified** by user or any third person while in use;
- Improper **transportation, stacking or storage**;
- Any defects resulting from **disasters of natural character**.

We value our customers and are ready to fully meet their needs according to established standards!