

ANNEX No. 1

Flavorika Sp. complaint procedure. z o. o

1. Purpose of the procedure

The purpose of this procedure is to define uniform rules for reporting, considering, and documenting complaints regarding Goods sold by Flavorika Sp. z o. o.

2. Scope

The procedure for complaints is:

- quantitative,
- qualitative,
- transport.

3. Filing a complaint

The buyer should send the notification to the following address:

biuro@flavorika.com

The application should include:

- Order number,
- invoice number (if applicable),
- product name,
- batch number (LOT) (if applicable),
- the quantity of the Goods complained about,
- description of the non-compliance,
- photos,
- date of detection of non-compliance,
- details of the reporting person.

4. Transport complaints

In the event of damage to the shipment, you should:

- prepare a damage report with the carrier,
- make photographic documentation,
- secure the Goods for inspection.

5. Quality complaints

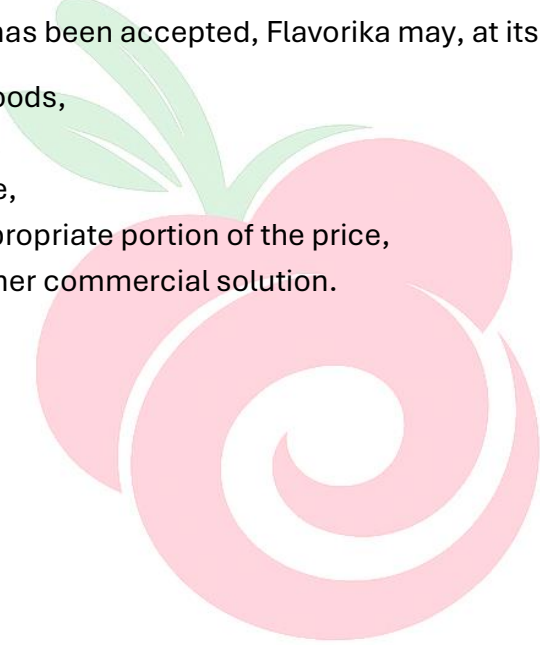
Flavorika can:

- take samples,
- conduct an inspection,
- order laboratory tests,
- request the return of a sample of the Goods.

6. Decision

Once the complaint has been accepted, Flavorika may, at its own discretion:

- replace the Goods,
- fill in the gaps,
- lower the price,
- refund the appropriate portion of the price,
- agree on another commercial solution.



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