

Volcalis has implemented a Quality Management system according to the ISO 9001 standard since 2019 to ensure the quality of all products.

At Volcalis customer satisfaction is very important and for this reason we seek to provide the most appropriate and personalized service possible in order to ensure that we can meet all requests in a timely manner.

For an appropriate response, follow the following procedure:

**Returns:**

Volcalis only accepts returns within a maximum period of 5 days, and it is essential for the acceptance of the return, that the product is in the original packaging and without signs of any damage to it. You should use the following means of communication:

- **Email:** [qualidade@volcalis.pt](mailto:qualidade@volcalis.pt)
  - **Fill out Document** DOC01.05-002 – Survey of complaints/ Returns/ Occurrences
- **Phone Contact:** 234 751 533

**Complaints:**

- If you detect any defect upon receipt of the material, the occurrence must be registered on the delivery or transport note and inform the contacts mentioned above and you will be contacted within a maximum of 5 working days;
- If you detect any defect after receiving the material, you should use the means of communication mentioned above;
- Must make available all data requested by Volcalis during the resolution of the complaint;
- If non-compliant material is found during the analysis of the batch in question, Volcalis may collect it for analysis;
- If your complaint relates to services and not material, please follow the same procedure;
- The processing of the complaint has a maximum resolution period of 20 working days and will be concluded with the sending of an acknowledgment of receipt and resolution of the same.

**Volcalis:**

- It does not undertake to assume any claim for material sold for more than 30 days in the case of delivery on site and 60 days in the case of distributor. However, in case of defect it will always be possible to request our analysis;
- It is not responsible for problems caused by negligent storage or handling of the material. In these situations, Volcalis reserves the right not to accept the claim;

- If the claim is accepted, it undertakes to replace the product in question or issue a credit note, with no other associated charges.

**Customer:**

- Assumes responsibility for taking the necessary measures to ensure the correct storage of the material and its correct use;
- Maintains primary, multipack and tertiary plastic films until the material is shipped;
- Assumes the responsibility of always commercializing/consuming the oldest batches.

**Note:** All products sold by Volcalis have a unique identification code placed on the pallet label that allows us to trace it. You should try to keep this label until the pallet is fully used.

Only products supplied directly by us to our customer will be accepted.

