



SHIELD Polythene Film®

CUSTOMER CARE



CUSTOMER COMPLAINTS PROCEDURE

Enveloped's name, address, and website are published on all products. A full staff directory with email addresses and phone numbers are published on Enveloped's website, along with an enquiry form.

Should a customer make a complaint about a product, Enveloped will assess whether sufficient evidence has been provided to warrant further investigation, for example suitable photos and a description. All complaints will be reviewed by Enveloped's senior management at the time, and records will be kept for a minimum of 10 years. Management will also do a high-level review of all complaints received each month at the monthly management meetings.

If suitable evidence has not been provided, Enveloped will attempt to collect this information from the customer (i.e. request photos of the potential issue). If this information is not easily obtained, Enveloped may either send a sales representative to physically sight and review the issue, appoint an agent to do this, or have the product with the claimed fault returned to Enveloped's facilities for further investigation.

If the product is deemed faulty, Enveloped will provide an appropriate remedy in accordance with applicable laws, including the Consumer Guarantees Act 1993.

RECALL PROCEDURE

If a potential fault of SHIELD Polythene is discovered, the following process shall apply:

1. The alleged fault is to be investigated. It is to be determined whether it is a "one-off" fault that might be caused by handling, i.e. a tear through the packaging, into the product, or whether it appears to be a systemic manufacturing issue.
2. If evidence suggests it is a manufacturing issue, the batch shall be identified from the product label.
3. All remaining stock (if any) in Enveloped's warehouses of that batch shall be quarantined/blocked until the issue is resolved. All stock is tracked by batch when new product is received, and the inventory management software allows Enveloped to block a particular batch.
4. Enveloped will advise the appropriate Malaysian supplier of the issues discovered.
5. If the fault is serious - for example, it could affect compliance with the relevant Building Code Clauses - a recall shall take place for any product that has been dispatched from that batch.
6. Enveloped can track all dispatches of that batch in the warehouse management system.
7. An email is to be sent to all affected customers, advising them to check if they have any of this batch in stock, to advise Enveloped. It will then be determined to dispose of the stock, or have it returned for further inspection.
8. If the customers are merchants or other re-sellers, the merchant may be required to display a recall notice in their store.

This recall procedure is specifically aligned with NZ Consumer Law and CodeMark QSR recall requirements. Enveloped will notify Bureau Veritas of any recalls.