

## WESSLING GmbH Complaints Procedure

This document describes the process for handling complaints (claims, objections) made to WESSLING GmbH.

If you are not satisfied with a service provided by us, please contact your contact person verbally, in writing or use the complaint form on our website.

After receipt of your complaint, it will be recorded electronically and you will receive an acknowledgement of this. We would like to point out that for reasons of confidentiality we can only provide information to the respective customer or third parties expressly named to us by the customer.

The process is immediately checked to see whether and at what point an error or discrepancy may have occurred.

If an error or discrepancy is found, it is analysed and corrected.

If it is a complex or extensive process that requires more time to process, we will inform you about the interim results.

Once we have completed processing the complaint, your contact person will inform you in writing of the result of our inspection. It may also be necessary to recall the affected part of our service and you will receive – if possible – a corrected service.

All incoming complaints are regularly analysed and evaluated, by us, in order to improve our service quality and ensure the satisfaction of our customers.