

CUSTOMER COMPLAINT & SATISFACTION MANAGEMENT POLICY

As Calik Denim, we are committed to performing timely, fair, transparent and objective assessment of customer requests, notices and complaints that may occur in the course of product and service delivery, with a focus on customer satisfaction while adhering to privacy guidelines,

We are also committed to conducting the accessibility of claims, notifications and complaints, effectively and efficiently assessing complaints to resolve them as soon as possible, provide feedback, provide adequate resources, comply with legal or contractual requirements and obligations and meet all related financial and business requirements.

And finally, we are determined to make the most out of our customers' demands, ensuring, in all related processes, that we respond to these requests and continuously improve our responses with the engagement of our employees and related stakeholders.

Managing Director

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CALIK DENIM