CUSTOMER SATISFACTION POLICY

As Polisan Kansai Boya, we aim to handle customer complaints and requests in an open, fair, transparent, and fast manner, turning every feedback into satisfaction. Ensuring and maintaining the highest level of customer satisfaction is our primary goal.

In light of these principles;

✓ We assess every piece of information in line with our confidentiality policies while resolving customer complaints and reply to customers within 24 hours,

✓ We adopt customer orientation, access to information and objectivity as our main principles in all processes, including the process of handling customer complaints,

✓ We constantly improve our products and services based on complaint analyses and the feedback we receive from our customers and prevent the reoccurrence of complaints with a proactive approach,

✓ We recover damages transparently and fairly with a customer-oriented approach, targeting the highest level of customer satisfaction

✓ We target proceeding with all our products and services aimed at our customers, taking into account the effects of climate change

✓ We minimize application-related mistakes and ensure the correct use of products through internal and external awareness-raising seminars organized for our customers.

✓ We promise to act in line with all the rules defined in ISO 10002 Guidelines for Complaint Handling and other related laws, legislations and requirements that bind us while defining and following our policies.

ENVER BURAK EKMEKÇİOĞLU

Polisan Kansai Boya

General Manager

10.04.2026

Polisan Kansai Boya Sanayi ve Ticaret A.Ş.

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