

## CUSTOMER FEEDBACKS GUIDE

Borsan Kablo Elektrik Aydınlatma A.Ş., has set up “Customer Feedbacks Handling Process” for the evaluation of your feedbacks on any issue. This process is convenient to the requirements of ISO 10002 Customer Satisfaction Quality Management System Standard.

Our basic policy is to enhance our customer satisfaction and loyalty by meeting their changing expectations and needs with understanding of quality. Therefore, Borsan accepts the feedback of its customers as an opportunity for development and improvement of the processes. All your feedbacks about suggestions, requests, complaints, thanks and other matters are all be recorded and evaluated in a transparent and objective manner.

### 1. Feedback methods to be performed by customers:

You can deliver your feedbacks by any of the following methods:

#### 1.1 Via İnternet:

You can deliver your requests by using “New Request” sub-tab in the “Communication” main tab on our site <https://www.borsan.com.tr/iletisim/>

#### 1.2 Via e-mail:

To deliver your requests via e-mail, as you can use the e-mail address of the relevant sales representative, you can also use [cs@borsan.com.tr](mailto:cs@borsan.com.tr) customer satisfaction e-mail address consisting of customer support service unit members.

#### 1.3 Via Fax:

To deliver your requests via fax, you can use our company’s fax number  
+90 (362) 266 61 94

#### 1.4 Via Customer Representatives:

You can deliver your requests to us via our customer representatives verbally.

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### 1.5 Via Telephone:

- You can also deliver your requests by using from the BORSAN customer support service line numbered +90 850 281 80 55 or the company phone numbers of relevant sales representatives.

Our disabled citizens can submit their requests by choosing any of the above communication channels which fits their situation.

### 2. Evaluation Process of Your Feedbacks:

Your feedback coming through the website is recorded at the same time. Your feedback from other channels is recorded on the same day if it is during working hours. Otherwise, it is recorded the next working day. The information requested is recorded, the request ID and password to follow the status of your request are sent automatically to the e-mail address that you submitted.

Borsan gives information about your requests by evaluating the basis of principles that have committed at the “Customer Satisfaction Policy”. Our Sale Operation Support Unit defines the status of your request by making the first review and evaluation of requests in terms of seriousness of the feedback, impact on safety, complexity and the need for immediate action criteria. The status of your request is classified as follows and are processed.

**2.1 High Priority:** It is prior status at high level of importance that requires emergent action. Occupational health, safety and environmental feedbacks that contain a high risk and feedbacks from the customers placed in the first group according to our customer segmentation are considered in this status.

For high priority requests, the time to give feedback to the customer via phone/whatsapp is 2 days, and the time to offer a solution is 7 days.

**2.2 Normal Priority:** These are all your other feedbacks that have high importance level and do not require immediate response, but need improvements. We can ask for technical visit or various information about your request to evaluate normal priority feedbacks, to respond your request and offer a solution.

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For normal priority requests, the time to give feedback to the customer via phone/whatsapp is 5 days, and the time to offer a solution is 10 days.

**2.3 Low Priority:** Requests that are informed without any financial loss are being evaluated in a low-priority status. Your improvement requests and suggestions are concluded within 30 days.

### 2.4 Out of Classification:

Your thanks and satisfaction feedbacks sent to us are responded within 30 days after evaluations are done.

In cases where an expert report is required, the results of the evaluation of the documents related to the expert report are awaited.

### 3. Privacy Commitment:

All requests sent to Borsan Kablo will be kept confidential. The evaluation process of your requests are free of charge and don't require any sort of payment. In cases involving legal obligations, we undertake to inform you before sharing information.

When you contact us, we need the following information in full to make an exact return to your requests.

- Request Type
- Company Name
- Declarant Person Phone Number
- Declarant Person e-mail address
- Request Subject
- Request Description
- Defective Product Number
- Order Number
- Invoice Number
- Lot / Barcode Number
- Request Pictures

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