

Customer Feedback and Complaints Submission Policy

KWT BIOREACTORES DE MÉXICO S.A. DE C.V.

1. Purpose:

This policy aims to provide our customers with an accessible and efficient channel to express their feedback, concerns, and complaints related to our products, services, or the assistance received. We are committed to listening to our customers and resolving their issues promptly and satisfactorily.

2. Principles:

- **Accessibility:** Multiple channels are available for submitting feedback and complaints, ensuring ease of use for all customers.
- **Timely Response:** We commit to addressing every comment or complaint within a reasonable timeframe and keeping the customer informed throughout the process.
- **Effective Resolution:** We seek fair and satisfactory solutions, prioritizing customer satisfaction and the protection of their rights.
- **Continuous Improvement:** Feedback and complaints will be used as input to improve our products, services, and procedures.
- **Confidentiality:** Information provided by customers will be handled confidentially, respecting their privacy.

3. Communication Channels:

3.1. Email:

- Email address for receiving comments and complaints: ventas@kwt.mx

3.2. Online Form:

- Available in the contact section of the website: <https://www.kwt.mx>

3.3. In-Person Assistance:

- Customers may submit their comments and complaints in person at our offices or service centers.

4. Resolution Procedure:

4.1. Receipt and Registration:

- All complaints and comments received will be recorded in a tracking system and assigned a reference number.

4.2. Investigation:

- A thorough analysis will be conducted for each case, gathering information from all involved parties to ensure an impartial and objective investigation.

4.3. Resolution and Communication:

- Customers will be informed of the investigation results and the actions taken, seeking to reach a fair and satisfactory resolution.

4.4. Follow Up:

- Follow-up will be conducted to ensure the effectiveness of the corrective measures implemented.
- Customer feedback will be requested regarding the resolution of their case.

5. Communication and Training:

- Customer service staff will receive periodic training on the effective handling of feedback and complaints.
- A customer-focused service culture will be promoted.

This policy aims to strengthen the relationship between KWT BIOREACTORES DE MÉXICO S.A. DE C.V. and its customers while continuously improving the quality of its products and services.