



**TEXTILES OMNES S.A**

Nit. 891.400.379-5

**PO-239-02**

**ED 01**

**TEXTILES OMNES S.A  
CLAIM POLICY**

**1. GENERAL POLICIES:**

- 1.1. TEXTILES OMNES S.A integral management policy is based on satisfying the needs of our customers with products that fulfill technical specifications, delivery terms, competitive prices and performing proper control of all aspects that could have a significant impact on the environment and guaranteeing that all our processes are safe.
- 1.2. TEXTILES OMNES S.A is certified according to ISO 9001, ISO 14001 and OEA
- 1.3. In our Quality System we guarantee that all of our customers' requirements will be met by an excellent production team and quality control standards, using the equipment and inspection methods validated by ICONTEC and associations such as ASTM & ISO

**2. CLAIM POLICY:**

- 2.1. TEXTILES OMNES S.A. will review the possibility of cancellation or modification to confirmed orders within the following 8 calendar days, subject to production scheduling.
- 2.2. TEXTILES OMNES S.A. accepts claims only for inherent quality defects on fabrics of which the cause is not due to the transformation of the fabrics. Claims will only be accepted within 180 days from invoicing the fabric. TEXTILES OMNES S.A will not accept claims arising from incorrect use of the fabric and no claim can be greater than the value of the fabric. TEXTILES OMNES S.A does not guarantee the ballistic protection of the fabrics.
- 2.3. TEXTILES OMNES S.A. estimates that 90 calendar days from the date of delivery is a reasonable timeframe for the customer to make all quality analysis of the product. After 90 days, TEXTILES OMNES S.A will not accept any claims for the fabric.
- 2.4. TEXTILES OMNES S.A. customers are responsible for the proper transportation, storage and handling of the product. Proper procedures are required to maintain the quality of the product.
- 2.5. TEXTILES OMNES S.A requires that when making a claim, in addition to verbal/phone communication, written communication must also be used to specify the claim in detail.
- 2.6. TEXTILES OMNES S.A. accepts the return of the fabrics only with a previous agreement from our sales representative and/or technical representative.
- 2.7. TEXTILES OMNES S.A. only accepts client requests for Credit Notes for quality problems with the product when the claim has the approval of our Technical or Commercial Department.
- 2.8. TEXTILES OMNES S.A. does not accept claims on fabric sold as "remnants", "sub-standards", "trials", or in the cases where the customer uses the fabric for a purpose different than it was designed for.
- 2.9. The company will receive and process complaints and claims only if the invoice related to this complaint or claim is up to date. That is to say, if the related invoice has been paid 100%, or if payment terms are not overdue. In the case that the invoice related to this complaint or claim is overdue, the company will inform the customer that their complaint or claim will be studied once the invoice has been paid 100%.



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### 3. CLAIM PROCEDURE

#### 3.1 The Customer:

3.1.1 Must inform immediately the information about the claim:

Reference (or Product Name)

Quantity of defective rolls

Numbers of the defective rolls

Order number

Specific type of the defect (meter missing, Quality characteristic of the product)

3.1.2 Send by courier, E-mail to the Sales Department the description and evidence of the defect. Address: Cra. 16 No. 36-98, Dosquebradas Risaralda - Colombia

E-mail: [dgonzalez@textilesomnes.com](mailto:dgonzalez@textilesomnes.com) or [helene.toulemonde@textilesomnes.com](mailto:helene.toulemonde@textilesomnes.com)

3.2 After the claim has been received TEXTILES OMNES S.A. will respond explaining its position within 8 days after the claim has been received.