

Customer Service Policy

January/2022

Use restricted to Panela Mineira



Customer Service Channels:
Phone +55 (37) 9 9809 0129 (WhatsApp)
E-mail: sac@fumil.com.br
Site: www.panelamineira.com.br

1-EXCHANGE AND RETURNS POLICY

Any customer who wishes to exchange or return a product, for whatever reason, should immediately contact Panela Mineira's Customer Service via email at sac@fumil.com.br, or phone +55 (37) 9 9809 0129, or through the website www.panelamineira.com.br.

The exchange or return shall only be processed after the received product is analyzed at the Panela Mineira Distribution Center, within 30 calendar days from receipt. After the analysis, the customer will be informed by the Customer Service, via email or WhatsApp, about the exchange or return.

If it is found, after analysis, that the returned product does not meet the criteria for exchange or return, shows signs of misuse or has been damaged, Panela Mineira is exempt from accepting the return or exchange and the product will be returned in the same condition to the sender's address, without prior consultation and cost.

1.1 Reasons for exchanges and returns:

- Different product;
- Damaged during delivery;
- Defective product.

For all the reasons described below, it is mandatory to send images (photos) clearly identifying the product and Panela Mineira packaging to continue the exchange and return process via email or WhatsApp.

1.1.1 Return for having received a different product

If the customer has purchased the wrong product or received a product different from the one purchased, he/she will have up to 7 (seven) calendar days from the date of receipt to request an exchange or return, as provided for in art. 49 of the Consumer Protection Code and Decree 7,962/2013.

1.1.2 Damaged during delivery

When the carrier delivers your order, check the contents carefully and refuse the receipt of the product if it shows any of the conditions listed below:

- Open or damaged packaging;



- Some components missing;
- Damaged product;

If your product was damaged and you identified it only after delivery, you have up to 7 (seven) calendar days, counted from the date of receipt of the product, to request an exchange or return.

Requests for exchange or return or complaints for missing products, components or accessories, not submitted within the period established in the Exchange and Returns Policy, will not be accepted.

1.1.3 Exchange or return of products due to defect

If the product is not working correctly, the customer must use the warranty, according to the guidelines contained in item 8 of this document or check the website www.panelamineira.com.br. Note that the deadline for such procedure begin from the date on which the product was received or the defect was identified.

Conditions for exchanging or returning the product:

- The product must be shipped in a sealed package that adequately protects it from damage during transport.
- The product must be shipped together with all components and accessories.
- The product must not show any signs of damage or misuse by the customer.
- Copy of the NFe - DANFE (Documento Auxiliar da Nota Fiscal Eletrônica) or invoice.

2- ORDER LOST OR STOLEN IN TRANSPORT

Fumil Panela-Mineira works with logistics partners with excellent reputation in the market and seeks to maintain the quality of its deliveries, but we are aware that we are all susceptible to unforeseen events. All products sent by Panela Mineira are duly covered by transport insurance. Therefore, if your product is lost, our logistics team will make the necessary arrangements with the carrier and will replace the lost volume as soon as possible.

3 - REFUND

3.1 Customer (Shopkeepers, online store, restaurant and others)

In the event of refund of amounts paid by the customer for the reasons listed in this instrument, this will occur under the same conditions and payment method used initially.



If your order was paid by bank slip, the amount will be refunded by bank transfer within 7 business days. In order for us to deposit the funds, the bank account must belong to user registered in our database.

IMPORTANT: Refund of amounts, whether by chargeback, transfer or purchase voucher, will only be made after the product is received and inspected by Customer Service, at our factory.

3. 2 – Final consumer

In case of a final consumer, the refund of amounts will not be allowed. In this event, we will replace the product if a defect is proven, as described in item 1.1.4.

4 - PRODUCT COLLECTION

After requesting the exchange or return, we will send a shipping code for the Post Office or a duly identified logistics partner.

If the customer moves to a different address from the one where the products were delivered, the customer must notify the company within 48 hours under penalty of having their exchange or return request not fulfilled.

Upon collection and receipt of the product at our factory, we will carry out an assessment of the problem reported and, if found in accordance with the request, we will proceed with the exchange of the product or refund the amount paid. However, if the product has been misused, it will be returned in the same condition in which it was collected.

5 - CANCELING ORDERS

To cancel your order before it is shipped, contact the sales representative or our Commercial department via the email gerenciacom@fumil.com.br and request the Cancellation of your Order.

If your order was paid by bank slip, the amount will be refunded by bank transfer within 7 business days. In order for us to deposit the funds, you must contact our Financial department through the e-mail financeiro@fumil.com.br and inform your bank details, which must belong to the user registered in our system.

6 - PRODUCTS COLLECTED DIRECTLY AT THE FACTORY

When an order is placed and asked to be collected directly at the Distribution Center, if possible, the buyer must check the purchased products on the spot, and sign a specific document attesting to its compliance, otherwise no claim will be accepted later. Except in the event a defect is proven.



7- PRODUCT WARRANTY

7.1 Term and proof of warranty

The product is warranted by the manufacturer for a period of 90 days from the date of purchase by the customer/consumer. To demonstrate this period, the retailer/consumer must present the purchase invoice or other equivalent document that identifies the product.

7.2 Extended warranty

The extended warranty applies if defects are identified in the finish, resulting from the design, manufacturing, assembly or any quality defects that make the product unsuitable for use. The product must invariably have been used under normal conditions and in accordance with the care instructions provided.

7.3 Exclusion of warranty

The warranty does not cover:

- Damage to the product caused by natural wear and tear (such as oxidation), and/or as a result of accidents, poor care, improper handling or misuse.
- Damage to the product as a result of it being used for purposes other than those specified by the manufacturer or incompatible with its use.
- Products that have undergone any type of modification/adaptation.

