

CUSTOMER COMPLAINT HANDLING POLICY

Effective: January 19, 2026

Hart Print is committed to providing exceptional service and product quality to all of our customers. This policy outlines the process for investigating and resolving customer complaints related to products and services, with the goal of delivering timely, fair, and transparent resolutions.

I. Overview

Customers may occasionally encounter issues with products or services. Hart Print's goal is to ensure such concerns are addressed promptly and professionally. This policy outlines how customers can submit complaints and how Hart Print will manage and resolve them through technical assessment, root cause analysis, and, where appropriate, compensation or reprints.

II. Scope and Applicability

This policy applies to all Hart Print customers. It outlines how Hart Print supports the complaint process by providing technical assessments, investigative insights, and reprint coordination.

Hart Print will accept by the earliest of 1) thirty (30) days after discovery of the alleged defect for which the claim is made; 2) sixty (60) days after the alleged defect reasonably should have been discovered; or 3) twelve (12) months after after release of the order by Seller. Claims submitted after this period may not be eligible for investigation or support.

For greater certainty, this Policy does not apply to, and Hart Print shall have no obligation to investigate or remedy, any issues arising solely from errors, inaccuracies, or omissions in orders submitted by the Customer through the Hart Print online ordering portal, which are governed by the Waiver of Claims set forth in the Terms and Conditions.

III. Customer Responsibilities

Customers are responsible for:

- Reporting complaints in a timely manner
- Providing all required documentation and materials
- Responding to requests for additional information or samples
- Reviewing investigation results and confirming final resolution

Hart Print will support customers by:

- Review and log each complaint promptly
- Conduct a technical root cause analysis
- Offer remedy options, including reprint or credit, based on internal guidelines
- Communicate findings and proposed resolutions clearly
- Coordinate reprints if deemed necessary and approved

IV. Complaint Categories & Resolution Timelines

Each complaint is classified by type and urgency. Hart Print's internal analysis timelines are.

Complaint Type	Hart Print First response (Account Manager)	HP Root cause analysis conclusion (Quality Manager)
Damages / Misprints / Incorrect Artwork / Incomplete Order / Unsatisfying Service	24 business hours	5 working days
Poor Adhesion / Packaging Issues / Contamination / Color Mismatch		15 working days
Defective or Unsuitable Materials		8-10 weeks

V. Complaint Submission Requirements

Customers must submit the following to initiate Hart Print support:

- Order Number
- Quantity Impacted
- Detailed Problem Statement (What, Where, When, Who, Why)
- Photos or Videos of product and packaging (with contextual positioning)
- Remedy Requested
- Technical Specs (when applicable):
 - Pasteurization details, canning speeds, DO levels, fill dates, etc.
- Samples (non-aluminum containers may be required if applicable, e.g., leaks or corrosion cases)

Incomplete submissions will delay analysis.

VI. Hart Print Support Workflow

Hart Print will follow this process to support distributors:

1. Review & Validation
 - Account Manager verifies complaint submission completeness
 - Missing information will be requested promptly.

2. Case Logging & Analysis
 - Case is logged in the Hart Print system
 - Quality team initiates root cause investigation
 - Final report is shared with the customer
3. Remedy Execution
 - Hart Print recommends action (e.g., reprint, credit)
 - Reprints are coordinated upon customer confirmation and internal approval
4. Final Summary & Closure
 - A resolution summary is provided
 - Case is closed upon customer confirmation

VII. Sample Handling

Samples may be required for effective analysis and should be:

- Clearly labeled with order number and issue description
- Shipped securely to avoid further damage
- Sent to Hart Print upon request

Common sample requests include:

- Physical defects (e.g., dents, misprints)
- Corrosion or adhesion failures
- Seam leaks or lid issues (with seam measurements and equipment details)

VIII. Compensation Management

Hart Print will assess potential remedies based on:

- Impacted units
- Severity of the issue
- Operational and fulfillment implications

IX. Escalation & Contact

- Complaint Handling & Follow-up: Account Manager
- Quality Analysis & Sample Submissions: Quality Manager