

1. POLICY STATEMENT

1.1 We-Mix Global Ltd., established in 2024, is committed to delivering professional, transparent, and consistent customer service across all our international operations.

As a global trading and supply company, we understand the importance of reliability, responsiveness, and long-term partnerships. Our objective is to ensure that every client interaction reflects our values of integrity, efficiency, and accountability.

2. CUSTOMER ENQUIRIES

2.1 In response to every customer enquiry, We-Mix Global will:

- a) Carefully assess and clarify the client's specific requirements, without assumptions.
 - b) Communicate clearly and professionally from initial enquiry through contract execution and delivery.
 - c) Address complaints, concerns, or feedback promptly and in accordance with the procedure outlined below.
 - d) Ensure our team remains knowledgeable, courteous, and solution-oriented at all times.
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3. TELEPHONE & DIRECT COMMUNICATION

3.1 We aim to respond to all business calls within standard business hours (Monday–Friday).

3.2 Outside of office hours, clients may contact us via email or designated company mobile numbers for urgent matters related to shipments, logistics, or contractual obligations.

3.3 As a globally operating company, response times may vary across time zones; however, urgent trade-related matters will receive priority attention.

4. HANDLING CORRESPONDENCE

4.1 We-Mix Global will endeavour to respond to emails and written correspondence within 3–5 working days, or sooner where the matter is urgent.

4.2 Critical matters involving contracts, shipments, or financial transactions will be prioritized immediately.

5. COMMENTS AND COMPLAINTS PROCEDURE

5.1 Commitment to Continuous Improvement

We-Mix Global strives to provide high-quality trading and supply services at all times. However, we recognize that situations may arise where expectations are not fully met.

We welcome feedback and complaints as part of our commitment to operational excellence and continuous improvement.

5.2 Submission of Complaints

Clients may submit complaints:

- In writing (email preferred)
- Through their assigned account manager
- Directly to senior management for sensitive matters

Complainants are encouraged to provide:

- Full name
- Company name
- Contact details
- Relevant contract/shipment references

All information will be treated confidentially.

5.3 Impartial Handling

All complaints will be handled:

- Objectively
- Professionally
- Without prejudice

No client will be treated adversely as a result of raising a concern.

5.4 Confidentiality

All complaints and related documentation will be treated as confidential and shared only with relevant personnel involved in the investigation.

Anonymous complaints may be reviewed, though investigation outcomes may be limited where verification is not possible.

6. COMPLAINTS LOG & RESPONSIBILITIES

6.1 We-Mix Global maintains a confidential internal register of comments and complaints.

6.2 Complaints must initially be forwarded to the relevant Department Manager (e.g., Trading, Logistics, Finance).

6.3 Complaints involving potential regulatory, contractual, legal, or fraudulent matters will automatically be escalated to the Managing Director.

6.4 Complaints will normally be acknowledged within two (2) working days of receipt.

6.5 We aim to resolve complaints as quickly as possible. However, complex cases may require detailed investigation. A maximum resolution timeframe of eight (8) weeks may apply in serious cases, with ongoing communication provided to the client.

7. INVESTIGATION PROCESS

7.1 Nature of Investigation

The method of investigation will depend on the seriousness of the complaint:

- Minor operational issues may be resolved quickly through direct discussion.
- Contractual, financial, or compliance matters will be investigated formally with documented findings.

7.2 Investigation Steps

The investigation may include:

- Review of contracts and commercial documentation
- Review of shipment records and logistics data
- Interviews with relevant team members
- Review of compliance and regulatory documentation

Where allegations involve potential criminal activity or fraud, the Managing Director will lead the investigation, and external authorities may be involved where necessary.

7.3 Conclusion & Remedies

If We-Mix Global determines that service standards were not met, we will:

- Acknowledge the issue
- Provide a clear explanation
- Offer an appropriate remedy proportional to the matter

Remedies may include:

- Formal written apology
- Financial adjustment
- Replacement of goods (where applicable)
- Contractual renegotiation
- Corrective operational measures

If the investigation concludes that service was delivered appropriately, we will provide a detailed explanation supported by documentation.

8. COMMUNICATING THE OUTCOME

Upon completion of the investigation:

- The client will receive a formal written response.
- The findings and any corrective actions will be clearly explained.
- The client will be invited to confirm whether they are satisfied with the resolution.

9. CONTINUED DISSATISFACTION

If the client remains dissatisfied:

- The matter will be escalated to the Managing Director for independent review.
- A further investigation may be conducted if necessary.
- Once a final decision is reached, the client will be formally notified.

At this stage, commercial arrangements for future cooperation may be reviewed or renegotiated where appropriate.

10. MONITORING & REPORTING

10.1 Complaint trends will be reviewed periodically to identify systemic issues.

10.2 Findings will inform internal improvements in logistics, sourcing, documentation, compliance, and customer management.

10.3 Client satisfaction feedback may be analysed annually to enhance service quality.

11. TRAINING

We-Mix Global ensures that:

- All relevant employees are familiar with this policy.
- New team members receive policy training during onboarding.
- Managers understand their responsibilities in handling complaints and investigations.

12. COMMITMENT TO GLOBAL TRADE STANDARDS

As an international trading company founded in 2024, We-Mix Global is committed to:

- Ethical sourcing
- Regulatory compliance
- Transparent commercial practices
- Professional risk management
- Long-term client relationships