

ENGLISH

Tectril Customer Service Commitment

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Revision History

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1. Introduction

At Tectril, we believe that outstanding customer service is essential to building lasting relationships based on trust, transparency and operational excellence.

We are committed to providing professional, ethical and customer-focused service, ensuring that every interaction reflects our corporate values and our dedication to continuous improvement.

This document outlines the principles that guide Tectril's relationship with its customers and complements the Company's Code of Ethics and Business Conduct, Compliance Policy, Privacy Policy and other applicable corporate documents.

2. Our Commitment

Tectril is committed to:

- treating every customer with courtesy, respect and professionalism;
- understanding each customer's needs before proposing solutions;
- providing accurate, transparent and timely information;
- acting with integrity and honesty in every interaction;
- complying with applicable laws and regulatory requirements;
- protecting confidential information and personal data;
- seeking fair and effective solutions for every request;
- maintaining open and proactive communication throughout the service process;
- handling complaints, suggestions and compliments fairly and objectively;
- continuously improving the quality of our services.

3. Customer Service Principles

Our customer service is based on the following principles:

Ethics

We conduct all customer interactions according to the highest ethical standards.

Transparency

We communicate clearly, honestly and accurately.

Respect

Every customer is treated with dignity, fairness and impartiality.

Accountability

We take responsibility for the information provided and monitor each request until its appropriate conclusion.

Confidentiality

Information shared with Tectril is handled responsibly and protected in accordance with applicable legislation and our corporate policies.

Continuous Improvement

Customer feedback is an essential source of learning and continuous enhancement of our services.

The above communication channels do not replace Tectril's customer service channels and should be used exclusively for the purposes indicated.

4. Official Customer Service Channels

Tectril provides official communication channels for customers, business partners, suppliers and other stakeholders. Each channel has a specific purpose to ensure efficient, organized and timely assistance.

4.1 Institutional E-mail Addresses

General Inquiries

✉ contato@tectril.com.br

General information, commercial inquiries, customer assistance and institutional matters.

Returns and Exchanges

✉ devolucao@tectril.com.br

Requests related to product returns, exchanges, warranty services and after-sales support.

Shipping and Deliveries

✉ entrega@tectril.com.br

Shipment tracking, transportation, logistics and delivery-related matters.

Order Cancellations and Refunds

✉ cancelamento@tectril.com.br

Order cancellation requests, refunds and matters related to Tectril's commercial policies.

Intellectual Property

 propriedade@tectril.com.br

Communications regarding copyrights, trademarks, intellectual property rights and unauthorized use of Tectril's content.

4.2 Additional Service Channels

In addition to the institutional e-mail addresses, Tectril may provide customer support through:

- Contact form available on the corporate website;
- WhatsApp Business;
- Other official communication channels published by the Company.

4.3 Other Corporate Channels

For matters related to corporate governance, privacy and integrity, Tectril provides the following dedicated channels:

Subject	E-mail
Privacy and Personal Data Protection	privacidade@tectril.com.br
Compliance	compliance@tectril.com.br
Integrity Channel	integridade@tectril.com.br

These communication channels are intended exclusively for their respective purposes and complement Tectril's customer service channels.

The above communication channels do not replace Tectril's customer service channels and should be used exclusively for the purposes indicated.

5. Privacy and Personal Data Protection

Personal data processed during customer interactions are handled in accordance with applicable privacy legislation and Tectril's Privacy Policy.

Information is collected only when necessary to provide the requested services and is protected through appropriate organizational and technical safeguards.

6. Complaints, Suggestions and Compliments

Tectril encourages customers to share their experiences by submitting:

- complaints;
- suggestions;

- compliments;
- opportunities for improvement.

Every submission is reviewed fairly and contributes to strengthening our processes and improving customer satisfaction.

7. Continuous Improvement

We continuously review our customer service processes to:

- enhance service quality;
- improve customer experience;
- strengthen communication;
- increase operational efficiency;
- promote continuous organizational learning.

8. Final Provisions

This Customer Service Commitment reflects Tectril's principles for customer relations and demonstrates our commitment to professionalism, transparency and excellence.

This document may be reviewed whenever necessary to reflect changes in legislation, corporate practices or organizational improvements.

The trust of our customers is one of Tectril's most valuable assets. We are committed to building long-term relationships based on ethics, transparency, respect and service excellence.