

Complaints and Feedback Form

Open to everyone, whether a customer or not — in line with B Corp standards

Naturalpes places particular importance on the inclusivity of its products and services. Anyone, whether a customer or not, may send us a suggestion, a remark, or a complaint relating to our products, services, or our communication. Every piece of feedback is carefully reviewed and, where relevant, incorporated into our continuous improvement process.

1. Who are you?

This form can be filled in anonymously. The fields below are optional.

☐ I would like to submit this feedback anonymously

Full name

Email

Phone

Order number (if applicable)

You are :

☐ Customer

☐ Not a customer

☐ Employee

☐ Supplier / partner

☐ Other

2. Nature of Your Feedback

☐ Complaint about a product (quality, defect, compliance)

☐ Social or environmental impact

☐ Complaint about a delivery or a service

☐ Ethics or business conduct

☐ Accessibility or inclusivity of our products / services

☐ General suggestion or remark

☐ Communication or marketing

☐ Other

If «Other», please specify :

3. Description

Describe the situation as precisely as possible (dates, circumstances, people involved).

Date of the incident (if known)

4. Would You Like a Response?

☐ Yes, I would like to be contacted

☐ No, for information purposes only

Preferred means of contact (if applicable)

☐ Email

☐ Phone

☐ Postal mail

5. How Your Feedback Is Handled

Every piece of feedback is handled seriously and in confidence, whether it comes from a customer or from any other person. An acknowledgement of receipt is sent as soon as possible if contact details have been provided, followed by a reasoned response. Naturalpes guarantees fair treatment, with no negative consequence for the person who submitted the feedback.

Other ways to reach us :

Email: info@naturalpes.ch Phone: +41 27 721 78 23 Live chat: [naturalpes.ch](https://www.naturalpes.ch)

6. Consent and Submission

☐ I agree that the information provided above will be processed by Naturalpes
solely for the purpose of handling my request, in accordance with the website's privacy policy.

Date

Signature (optional)

Please send this completed form by email to info@naturalpes.ch

You may also send it by post to Naturalpes SA, Rue de l'Ancienne-Pointe 30, 1920 Martigny.
Thank you for your trust and for contributing to our continuous improvement process.