

At Naturalpes, your feedback is part of our work. As a certified B Corp company, we are committed to listening to everyone affected by our activity — not only our customers. Have you noticed that a package could be easier to open, that some information deserves to be explained more clearly, or that a specific need is not yet addressed? Share it with us: no suggestion is too small.

1. Who are you?

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

☐ I would like to submit this idea anonymously

Full name

Email

You are :

☐ Customer

☐ Not a customer

☐ Employee

☐ Supplier / partner

☐ Other

2. What area does your idea relate to?

☐ Accessibility of a product or packaging

☐ A specific need not yet addressed

☐ Clarity of information (label, website, communication)

☐ Development of a new product or service

☐ Shopping experience on the website

☐ Other

If «Other», please specify :

3. What have you noticed?

Describe the situation or the difficulty you identified.

4. Your Idea or Suggestion

What solution do you propose? All ideas are welcome, even in draft form.

5. Would You Like to Be Informed of the Follow-Up?

- ☐ Yes, I would like to be kept informed ☐ No, for information purposes only

Preferred means of contact (if applicable)

- ☐ Email ☐ Phone ☐ Postal mail

6. How We Handle Your Ideas

Every idea is carefully reviewed by our teams and, where relevant, incorporated into our continuous improvement process — whether in product development, our communication, or the shopping experience on this website. This commitment is part of our B Corp approach, which guarantees everyone, whether a customer or not, a transparent channel to be heard.

Other ways to reach us :

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

7. Consent and Submission

- ☐ I agree that the information provided above will be processed by Naturalpes
solely for the purpose of reviewing my idea, 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 helping us build a more inclusive Swiss CBD.