



**MIRACEMA-NUODEX**

Química para um mundo em transformação  
Chemistry for a changing world

## Client Complaints Handling Policy

Miracema-Nuodex Indústria Química Ltda., located in the city of Campinas, is a manufacturer of intermediates industrial chemical additives used as raw material for other companies in various sectors in the composition of their products.

Specifically as a final product, used without processing by clients, manufactures the line of Liquid Foam Generator (LGE) which is certified by ABNT in accordance with the Technical Standard NBR 15.511.

Miracema-Nuodex recognizes that complaints from its clients offer opportunities to improve products and services, committing in its Policy to maintain a system that:

- Values and gives effective treatment to complaints from clients;
- Knows and agrees to comply with and be subject to the penalties provided by law, specifically in Law 8078/1990;
- Critically analyses the results, and takes appropriate measures, depending on the complaints received;
- Defines the responsibilities for dealing with complaints, designating the Quality System Manager and his team to coordinate proper treatment to complaints;
- Responds to the complainant, within internally deadlines established, the progress of the treatment of the complaint, which is controlled through a quality note number;
- Responds to any complaint/denouncement, sent by ABNT, with a period of 15 (fifteen) calendar days.

To ensure an effective complaints treatment, Miracema-Nuodex maintains a training program for staff involved with the activities - commercial, technical, and management, including the following topics:

- Notions of Law 8078 of September 11, 1990 - which provides for consumer protection - specifically for the line of liquid foam generators (LGE). See the link [http://www.planalto.gov.br/ccivil\\_03/leis/l8078.htm](http://www.planalto.gov.br/ccivil_03/leis/l8078.htm) ;
- Policy for handling complaints;
- Procedure for dealing with complaints.

The communication channels available to formalize complaints by clients are:

- Website: [www.miracema-nuodex.com.br](http://www.miracema-nuodex.com.br) through the "Contact" tab, select "Foreign Dep.";
- Business Phone +55 (19) 3728-1000;
- Business area: domestic sales and sales representative.

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André Rohr – Director