

EBEBEK MAĞAZACILIK ANONİM ŞİRKETİ BARENT SATISFACTION POLICY

EBEBEK Mağazacılık A.Ş. operates as a leading company in its sector in collaboration with its barents, employees, suppliers, and partners, and remains committed to improving the barent experience.

- At ebebek, we conduct all our operations with a commitment to fostering positive barent experiences.
- We are committed to delivering high-quality and timely services that meet the needs and expectations of barents, recognizing the importance of achieving accurate and effective solutions.
- In our interactions with barents, we embrace a solution-focused approach.
- To ensure that communication with barents is maintained effectively and efficiently, we have implemented a system that manages the entire process, including the feedback received from barents.
- Complaints raised by barents are handled with impartiality, fairness, and transparency, with all necessary actions diligently undertaken to achieve effective resolution.
- All activities conducted under the Barent Satisfaction Policy are based on the fundamental principle of confidentiality.
- Recognizing that cultural or individual differences may arise in communication with barents, we are committed to maintaining an inclusive and unifying approach.
- We are committed to delivering fast and efficient service both during and after sales.
- In order to enhance the barent experience, we regularly carry out satisfaction assessments.
- The Barent Satisfaction Policy is published on our corporate website and communicated transparently to all stakeholders.
- The Barent Satisfaction Policy assigns responsibilities to all employees, including the Board of Directors at the highest level.

This policy shall come into effect upon the approval of the Board of Directors.