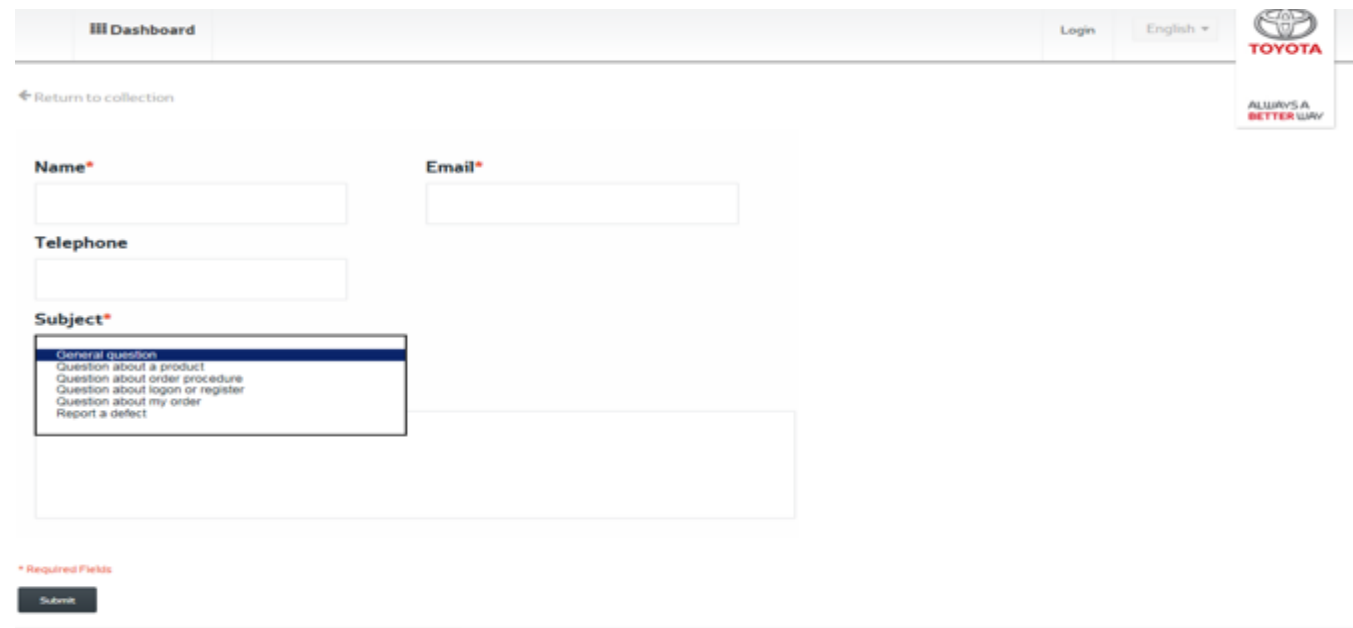


B2B claim policy merchandising

Version 2.0

HOW TO REPORT A PROBLEM

- Via Service Now
- Via email to TPCE
- Via the the contact form on the B2B platform (for platform orders only):



The screenshot shows a web interface for reporting a problem. At the top, there is a navigation bar with a hamburger menu icon, the text "Dashboard", a "Login" button, a language dropdown set to "English", and the Toyota logo with the slogan "ALWAYS A BETTER WAY". Below the navigation bar, there is a link "Return to collection" with a left-pointing arrow. The main form area contains several input fields: "Name*" and "Email*" are required fields, each with a text input box; "Telephone" has a text input box; and "Subject*" has a dropdown menu with the following options: "General question", "Question about a product", "Question about order procedure", "Question about login or register", "Question about my order", and "Report a defect". The "General question" option is currently selected. At the bottom left of the form, there is a red asterisk icon and the text "* Required Fields". A dark "Submit" button is located at the bottom left of the form area.

DEADLINES TO REPORT A PROBLEM

Case did not arrive:

- Do not report before estimated time of arrival (see further)
- Report until max. 14 days after estimated time of arrival

Case arrived but there's a problem with the contents (shortage, overage, mispick, damage, quality problem):

- Report until max. 14 days after delivery

A quality problem occurs > 14 days after delivery:

- for electronic devices there's 2y warranty on production errors:
 - For example warranty on a watch: if the movement doesn't work anymore after a year, this is warranty. But this is not applicable for the strap (mentioned in the manual)
- Other products: analysed case by case
- For the electronic items there is a manual and each clothing article has a label with wash instructions.

→ In case of damages / quality problems : proof (pictures) needs to be provided (if pictures are not sufficient to detect the error Gemaco may first pickup the goods before taking decision on solution)

PROBLEM HANDLING

Solutions proposed by Gemaco/TME:

- **Preferred solution:**
 - Re-sending of missing cases/parts, replacement of defective products, exchange of misdelivered parts, ...
 - **Alternative solution:**
 - refund via the normal SMR claim procedure
- no returns of goods to the regional depot
- on a case by case assessment Gemaco may pickup wrongly delivered or damaged goods
- No CWS claims allowed
- Separate policy exists for Ukraine due to specific customs regulations

NOT ALLOWED

- NO EXCHANGE or REFUND in case not happy with ordered product (ordered A and received A)
- NO EXCHANGE or REFUND in case of wrong size (size charts are available in the platform and the DOS catalogue)

ESTIMATED DELIVERY LEADTIMES AS FROM ORDER CREATION

- **DIRECT DELIVERIES BY GEMACO TO CUSTOMER (platform orders only):**
 - estimated leadtimes are shown in the order checkout page
- **estimated delivery times for DELIVERIES VIA TPCE LOGISTICS:**

NMSC CODE	NMSC NAME	LEADTIME VIA TPCE/DEPOT	NMSC CODE	NMSC NAME	LEADTIME VIA TPCE/DEPOT
94032	TOYOTA BELGIUM	5	94203	Toyota Norge AS	18
94052	TCE - Czech s.r.o.	7	94231	TOYOTA AG	5
94053	TCE - Slovakia s.r.o.	7	94242	TOYOTA ESPANA S.L.	15
94067	TOYOTA DENMARK A/S	7	94247	TOYOTA ESPANA S.L.	15
94070	TOYOTA ADRIA	7	94253	TOYOTA SWEDEN AB	12
94075	TOYOTA ADRIA SERBIA	7	94273	TOYOTA DEUTSCHLAND GMBH	5
94076	TOYOTA ADRIA Montenegro	7	94294	TOYOTA FREY AUSTRIA GESMBH	7
94078	TOYOTA ADRIA Bosnia-Herzegovina	7	94318	Toyota Iceland	11
94079	TOYOTA ADRIA Croatia	7	94323	TOYOTA CANARIAS SA	18
94082	TOYOTA (GB) LTC	7	94433	FIE TOYOTA UKRAINE	12
94093	TOYOTA AUTO FINLAND OY	13	94481	Toyota Caucasus LLC	23
94096	Toyota Baltic AS	13	94612	TOO TOYOTA MOTOR KAZAKHSTAN	27
94097	Toyota Baltic AS	9	94651	OOO "TOYOTA MOTOR"	25
94098	Toyota Baltic AS	9	96032	DICKRAN OUZOUNIAN & CO LTD	17
94103	TOYOTA FRANCE	5	96044	Toyota Hellas	17
94132	TOYOTA MOTOR HUNGARY KFT.	7	96046	S.C. TOYOTA ROMANIA S.R.L	7
94143	TOYOTA MOTOR ITALIA SPA	6	96047	S.C. TOYOTA ROMANIA S.R.L	17
94172	Toyota Motor Poland Co.Ltd.Sp.z.o.o	9	96072	UNION MOTORS LTD	18
94182	TOYOTA CAETANO PORTUGAL, S.A.	11	96101	MICHAEL DEBONO LTD.	11
94193	LOUWMAN & PARQUI	5	96163	TOYOTA TURKIYE PAZ ve SAT A.S.	11