

## **Return and Exchange Policy**



**THAI AUTO TOOLS AND DIE PUBLIC COMPANY LIMITED**

**("The Company") and Subsidiaries ("Group")**



## Return and Exchange Policy

In order to ensure clarity and consistency in the product exchange and return process in line with the Company's policy and to enhance internal controls, the Company has established this policy to ensure that relevant employees are aware of and understand the correct work procedures.

1. In cases where a workpiece does not meet the client's specified requirements, for example, regarding the type of the finished workpiece, and a problem report or a complaint has been received or a complaint, it is necessary to clearly specify the details of the problem, along with the product list, product code, manufacturing model, nature of the problem discovered, date of the manufacturing lot, delivery date and quantity of problematic workpieces and report them to the Quality Assurance Department by email or by using communications media that contain clear visual and audio details in order to enable review and considerations.
2. The Quality Assurance Department will receive the problem report or complaint on the non-conformity by analyzing and identifying the causes of the problems described in the customer's problem report form for further review.
3. In the event that an investigation into the complaint discovers non-conformance with the specifications or conditions agreed with the client, by which it is discovered that the faults originated from the Company, which is the manufacturer, the Company will proceed as follows:
  - 3.1 The Company will proceed to exchange products according to the number of faulty pieces discovered and specified in the product exchange claim form or manufacture replacements according to the client's report in the product return or exchange request.
  - 3.2 In cases where a client files a claim for damages amounting to a specific monetary value or issues a credit note based on the actual damages incurred, the client must provide the Company with detailed information on the value of the damage to notify the Company ahead of the approval and consideration process.
  - 3.3 In cases where a client files a claim for a monetary value or issues a credit note that involves components combined with more than one other part according to the actual damage incurred, the client should provide Thai Auto Tools and Die with details and the value of the ahead of the approval and consideration process.
4. Based on the above, if the Quality Assurance Department investigates a problem, complaint or product non-conformity and discovers that the problem did not result from the manufacturer, the Company will refuse the product return and subsequently inform the client of the details and reasoning.



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This policy was approved by the Board of Directors Meeting No. 4/2025 on 14 November 2025, effective from 14 November 2025 onwards.

- *Dr. Damri Sukhotanang* -

Dr. Damri Sukhotanang  
Chairman of the Board of Directors