

SAFETY FIRST

Process for dealers & distributors

We are fully aware of the inconvenience caused by this issue. Please find below some guidelines that should ease the process for you and your customers. Thank you for your cooperation.

Process 1

Product on stock unpacked: PLEASE DO NOT SELL ANYMORE!

To organize the refund please contact:

- ✓ Ludovic Rambert for Europe + Asia
- ✓ Jason Lague for US + Canada

Process 2

If the product is already sold please follow this procedure:

- ✓ If possible please inform your customers who have purchased the affected products
- ✓ The customers shall apply for a voucher or replacement online at <https://teufelbergersafetyfirst.paperform.co> and follow the instructions

They have two options:

- a) Receive a voucher, go to a TEUFELBERGER dealer and choose a TEUFELBERGER product.
- b) Receive an exact replacement depending on availability.

Option a)

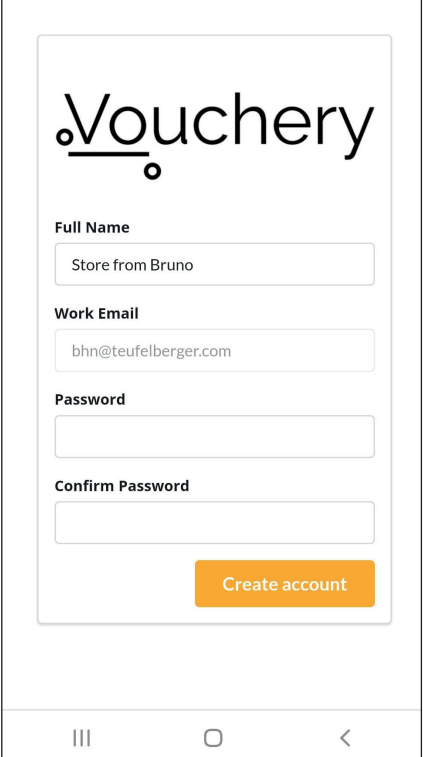
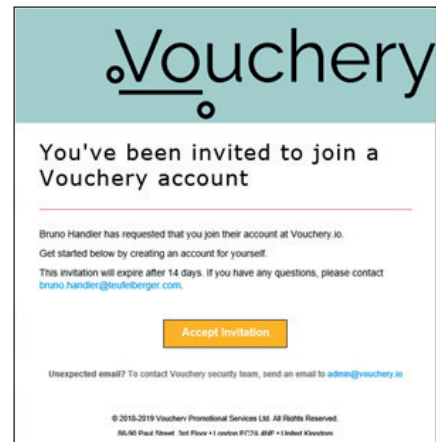
1. They will come to your store and redeem the voucher for another TEUFELBERGER product only.
No limitation to ropes.
2. The voucher can be redeemed at every TEUFELBERGER dealer worldwide
3. The voucher can be redeemed 12 months after date of issue
4. The value of the voucher is based based on the age of the rope
5. A credit note from TEUFELBERGER according to the value of the redeemed vouchers will be issued monthly.
The credit note will be deductible from your next purchase order.
6. In case a customers redeems only a partial amount of the voucher – the balance must not be paid in cash
7. If your customers have questions about the product recall please direct them to
www.teufelberger.com/en/safety-first.html
8. Please find the instructions for redeeming the vouchers on the next page.

Option b)

no action required from your site!

Instructions to redeem the vouchers received by customers

1. In the next days you will get an E-Mail from Vouchery with login data and link to download the Vouchery app for iOS and Android. In case you don't want or can't use a mobile device a link to a desktop version is also available.
2. Download the app to the mobile devices of everyone who is getting in touch with your customers.
3. Set your personal password
4. Use the same login and password on all devices.
5. To redeem the vouchers scan the customer's QR code with the Vouchery app on your mobile device or enter the voucher code inside the Vouchery desktop version.
6. Based on those scans TEUFELBERGER will calculate and issue the credit note(s).



The screenshot shows a mobile app interface for creating a Vouchery account. The header has the Vouchery logo. Below it, there are four input fields: "Full Name" (containing "Store from Bruno"), "Work Email" (containing "bhn@teufelberger.com"), "Password", and "Confirm Password". There is an orange button labeled "Create account" at the bottom right. The bottom of the screen shows a mobile navigation bar with three icons: a hamburger menu, a square, and a back arrow.