

## **Consumer Complaints:**

Canway is committed to ensuring that the highest possible standards of goods and services are adhered to. Your feedback is extremely important to us, as it will assist us in maintaining these standards.

If you are dissatisfied with our goods and services, please contact us using the below information:

Customer complaints may be received through various means, i.e.:

<b>Contact</b>	<b>Details</b>
Telephone	0800 212 586 (please note that this is a toll free number, and therefore no charges apply).
Email	<a href="mailto:info@iworibeauty.com">info@iworibeauty.com</a>
Online	Select the "Contact Us" tab on our website - <a href="https://ohsoheavenly.co.za/contact/">https://ohsoheavenly.co.za/contact/</a> this form will automatically be emailed to us with your information and the description of your complaint.

The information required must include the following:

- Name of the product
- A detailed description of the problem
- Product batch number (this is a 6 digit batch number that is stamped on your product. This is different from the barcode or PLU code, and can be found near the lid or the bottom of the product)
- Customer name
- Customer contact details
- Any other relevant details

Once the complaint has been investigated, the company may replace goods if the product is found to be defective.

## **Evaluation of complaint resolution process**

Canway is committed to ensuring that complaints are resolved in a fair and efficient manner.

We are certain that our Customer Care team will assist in resolving your complaint. However, if you are unsatisfied with how your complaint has been handled, you have the right to contact the Consumer Goods and Services OMBUD (CGSO). Canway is a Participant and is bound by the Consumer Goods and Services Industry code of conduct.

The CGSO can be contacted on 011 781 2607 or 0860 000 272, or emailed on [info@cgso.org.za](mailto:info@cgso.org.za)