

UNCOMMON CACAO

TRANSPARENT TRADE

Complaint Protocol

Dated: April 2020

Uncommon Cacao strives to deliver excellent, transparent customer service throughout the entire cacao sourcing process. We work with partner companies to produce and trade high quality, organic certified cocoa beans.

As part of this service, and in the spirit of accountability, we welcome feedback about the quality of our product. The following protocol is helpful in resolving any issues speedily and smoothly.

In the case you have any issue with cocoa beans, a supplier visit, or an organic inspection, please email hello@uncommoncacao.com with the following information.

- 1) Include your name, the name of your company, and the nature of your relationship to Uncommon Cacao and / or the bean supplier you are referencing. Please also include your contact information.**
- 2) Include the name of the product you are referencing, including if possible the specific contract number, your specific invoice number (if you are a customer), and the harvest year, or purchase year.**
- 3) Please describe the nature of the issue. For example, is it an issue of cocoa bean cleanliness, a question about the organic status of the product, or flavor? What is your specific feedback or issue related to this?**
- 4) If you have a specific request related to the issue, please include this.**

Someone from our team will be happy to address your concern, if we have all the above information. Thank you for helping us continue to improve our services as your cacao supplier!