

Hanssem Consumer Protection Policy

I . Purpose and Necessity of Policy Establishment

1. Purpose of Policy Establishment

Hanssem considers the rights and interests of consumers as its top priority and aims to provide consumers with a trustworthy and satisfying experience throughout the entire process of manufacturing, distributing, and selling furniture and interior products and services. This policy aims to establish a consumer-centered management system and promote sustainable growth by ensuring consumers' right to know, right to be safe, and right to remedy damages.

2. Necessity of Establishing the Policy

① Contact with consumers at various touchpoints

Our business involves various consumer contact points, including offline stores, online platforms, and interior construction, so a systematic response to consumer protection is essential.

② Strengthening consumer rights and rising expectations

Consumers expect continuous service quality and follow-up management beyond just purchasing products. A system for protecting their rights and interests is required.

③ Enhancing corporate credibility and image

Transparent and fair consumer responses and rights protection are important factors in enhancing a company's brand value and social trust.

④ Compliance with legal and ethical responsibilities

It is necessary to fulfill the role of an ethical company in addition to complying with relevant laws and regulations such as the Consumer Self-Insurance Act, the Electronic Commerce Act, and the Warranty Guarantee System.

3. Scope of application

The scope of this policy is consumers who receive all products and services of Hanssem. All employees and business partners of Hanssem are encouraged to familiarize themselves with this policy and faithfully implement it.

II. Basic Principles for Protecting Consumer Rights and Interests

1. Protecting Consumer Safety and Health

Hanssem considers consumer safety and health as the starting point and core value for product and service development.

2. Reflecting consumer opinions and continuous improvement

Consumers are the starting point for change and the center of all improvements.

3. Provide honest and transparent information

We believe that consumer trust begins with honest information.

4. Provide responsive and responsible customer service

We respond to consumer inconveniences with a quick and sincere response.

5. Strengthening privacy and information security

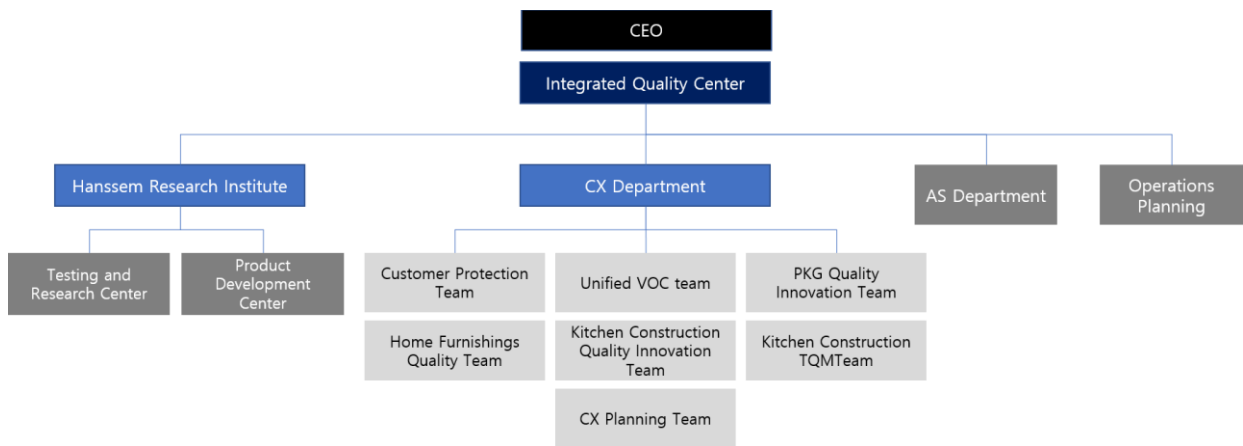
Consumer information is an individual right.

6. Operate a consumer protection organization and internal control system

The organization and system are the practical basis for consumer protection.

III. Organizational Structure for Consumer Protection

Hanssem operates an organization for consumer protection (Integrated Quality Division_CX), which is responsible for functions such as quality improvement and damage prevention throughout the entire consumer experience, and actively conducts consumer protection activities in organic connection with related departments and service practice organizations.



Head of Integrated Quality Division, Hanssem Co.