



REVERSE LOGISTICS POLICY





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1. OBJECTIVE

Present the Reverse Logistics Policy.

2. APPLICATION

Applies to all employees and customers of the company within Brazilian territory.

3. POLICY

Dynamox, aware of its role in the national and international production chain, provides its customers with an alternative for returning products manufactured by us at the end of their useful life or when damaged.

This Policy complies with the provisions of the PNRS – National Solid Waste Policy – Law 12.305/2010, recently amended by Law 15.088/2025, considering the return flow in accordance with local legislation and costs involved, which are the responsibility of the customer.

For returning products at the end of their useful life or when damaged:

- Contact the Dynamox Customer Support (suporte@dynamox.net) and schedule the shipment, with shipping and handling costs borne by the customer;
- Identify and document the shipment, company, and place of origin;
- Observe the necessary and specific packaging conditions for proper return.

Dynamox may evaluate the conditions of the received products for disposal, and in favor of the best final treatment, it is important that the customer does not damage them.

Upon receiving the products, disposal will be carried out according to internal procedures, considering the type of waste and current Brazilian legislation.

If the customer does not wish to use this system and has a particular process for the final disposal of the purchased products at the end of their useful life or when damaged, we recommend that it complies with current Brazilian legislation for the disposal of solid waste.

For foreign customers, we recommend observing the reverse logistics legislation of your country, considering that, under Brazilian law, Dynamox cannot import waste from other countries for disposal in Brazil.

4. RESPONSIBILITIES

As described in this procedure.