遠東新世紀股份有限公司
FAR EASTERN NEW CENTURY CORPORATION

Customer Rights Protection Policy

2026.9.1

Our company establishes strong partnerships with clients through meetings, visits, and performance reviews to achieve development goals. We have dedicated service windows to provide timely and comprehensive product information, ensuring clients' health and safety requirements are met, and to conduct investigations and verifications. Our products are B2B manufactured and all product information is labeled according to the requirements specified by clients during transactions.

1.Product Health and Safety

(1) PET resin (CB-XXXRX)

The SAFETY DATA SHEET (SDS) of Fiber Plant has been prepared in compliance with United States OSHA (Occupational Safety and Health Administration) "*Hazard Communication Standard*" 29 CFR 1910.1200 and the United Nations Globally Harmonized System for the Classification and Labeling of Chemicals.

(2) Food-Grade Certified RPET resin

Recycled PET resin is suitable for food use and food packaging, be free of harmful substances, and has stable material properties. Since 2010, we produced Bottle-to-Bottles RPET resin for food-grade packaging. Our company use world-class decontamination technologies and processes to maximize the removal of contaminants. Additionally, our company utilize high-precision measurement equipment to implement comprehensive quality control.

Recycled PET products comply with "*Act governing food safety and sanitation*" and "*Sanitation standard for food utensils, containers and packages*" by R.O.C., as well as food packaging safety regulations set by the U.S. Food and Drug Administration (FDA), the European Food Safety

Authority (EFSA), the Ministry of Health, Labor and Welfare of Japan, and Health Canada.

(3) APET Sheet

The test result is according to "*250 Substances of Very High Concern (SVHC) regulation of Registration, Evaluation, Authorization, and Restriction of Chemicals (REACH)*" and "*Restriction of Hazardous Substances (RoHS)*" by European Union.

(4) PET Film (SHF SERIES)

The test result is according to "*Sanitation standard for food utensils, containers and packages*" by R.O.C and "*Consumer Product Safety Improvement Act (CPSIA)*" by U.S. Consumer Product Safety Commission.

(5) 100% polyester filament yarn and recycled polyester filament yarn

The yarn has the "*OEKO-TEX Standard 100*" certification. It sets the benchmark for textile safety, from yarn to finished product. Every product that passes safety tests certified is harmless to human health.

2. Clients' Complaint channels and procedures

(1) Complaint channels

Our clients can contact the business contacts listed on the official website for each business unit.

Polyester Business:

https://www.fenc.com/en-US/about/contact/info?label=2

Textile Business:

https://www.fenc.com/en-US/about/contact/info?label=3

(2) Complaint procedures

- Receiving and Inquiry: Upon receiving a complaint from a client, whether verbal or written, sales or after-sales service personnel should first contact the client to confirm the complaint has been received and clarify the key points and details of the complaint as a reference for subsequent handling.
- Investigation and Analysis: Production, quality control, and related units jointly test samples, analyze the cause, and submit an investigation report. If necessary, personnel of such units will be dispatched to the client's site for on-site inspection.
- Negotiation and Resolution: If the issue is attributable to our company, we will negotiate with the client the most appropriate solutions in accordance with our company’s regulations.
- Improvement and Follow-up: The responsible unit shall implement improvements and prevent recurrence. Later the sales and service department will track the results.