

## CERTIFICATE

Complaints management process as per  
**ISO 10002:2018**

In accordance with the procedures of TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş., it is hereby certified that

**Yıldız Entegre Ağaç Sanayi ve Ticaret A.Ş.**  
**(Kartepe Tesisi)**  
Arslanbey Org. San. Mah., 1. Cad., No 13, Kartepe,  
TR-41285 Kocaeli,  
Turkey



with the locations / sites according to the annex

applies a customer complaints management process in line with the above standard within the quality management system for the following

Scope

**Fiberboard, Particle Board, Melamine Faced Board, Laminate Flooring, Painted Board, Front Panel, Profile and Skirting, Door and Door Panel, Impregnated Paper Product Groups, Lacquered Panel Design and Production**

Certificate Registration No 8000018  
Audit Report No TR 1799

Valid from 2021-08-08  
Valid until 2024-08-07  
Initial certification 2018

Certification Body  
at TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş.

Istanbul, 2023-08-08

The certificate remains valid until the above stated date if and only if there is an uninterrupted compliance with the requirements of the standard and certification contract



TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A. Ş.  
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