

Recarlo

PRODUCT QUALITY AND
SAFETY POLICY

Product Quality and Safety Policy

Recarlo Spa's prime objective is to provide high quality, extremely safe products that fully meet customer needs and comply with binding requirements.

With regard to customer requests, Recarlo Spa pledges to:

- Never issue untruthful, misleading or deceptive statements, or make major omissions when selling, advertising or marketing diamonds, synthetics, simulants and/or products containing gold or platinum group metals;
- Purchase its diamonds solely from diamond centres that follow the Kimberley Process Certification Scheme;
- Educate sales personnel on legal obligations, so that they do not either deliberately or accidentally make misleading or deceptive statements on the products they offer for sale;
- Prohibit trade in conflict diamonds;
- Indicate in every sales invoice that the diamonds come from legitimate sources that are not involved in conflicts;
- Not import from or export to a country that is not a Kimberley Process member;
- Not purchase rough diamonds without a Kimberley certification;
- Be familiar with the relative national legislation that implements the Kimberley Process in all jurisdictions where it operates;
- Engage in responsible marketing;
- Consider and respond to all consumer complaints.

Recarlo Spa also pledges to impose the following requirements to support disclosure of physical characteristics, in detail:

- a) Gold and platinum group metals: the fineness of gold and platinum group metals is accurately communicated. The description of fineness or purity is as evident as the term “gold” or platinum group metals, or abbreviation, and any quality marks used are applied in accordance with the applicable law or industry standards.
- b) Quality of diamond – Polished/finished diamonds: in describing weight, colour, clarity or cut of diamonds and synthetic stones, these data correspond to the specific recognized guidelines of the relative jurisdiction. For stones larger than 0.145 Carats, Recarlo provides a third party certification. For the sale of gemstone lots, the qualities are described according to UNI protocols.
- c) Health and Safety information for the Product: all health and safety information is provided for diamonds, synthetic stones, gold and/or products containing platinum group metals that the company sells to the end consumer.

Valenza, 02/12/2019

Giorgio Re

Managing Director Recarlo Spa

