

# After Sales / Complaints Process

## Table of content

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atechol and Vaniliin Products  
(Rhovanil 1kg and 25kg,  
Rhodiarome)

### Overview

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- [atechol and Vaniliin Products \(Rhovanil 1kg and 25kg, Rhodiarome\)](#)
  - [DEFINITIONS](#)
- [Customer Complaints Process - All Aroma Products](#)
- [Related articles](#)
- [Need help?](#)

#### **DEFINITIONS**

**Complaint:** Any dissatisfaction expressed in a documented manner by a Customer concerning the following standards related to delivery of our products, and including:

- **Product:** Physical & chemical specifications of the product (as defined in our Product Data Sheet (PDS) and/or Customer Specific Requirement (CSR))
- **Packaging**
- **Delivery**
- **Order & Documentation**

*In case of doubt, please report to Solvay Team (Stacy Shen)*

## Customer Complaints Process - All Aroma Products

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