

Official Customer Care and After-Sales Protocol

RH Privé

The Management of RH Privé establishes this protocol with the aim of organizing after-sales service, improving incident traceability and effective communication with property owners, ensuring the maintenance of the luxury standards of our developments, and optimizing response times given the current volume of managed assets.

This protocol is organizational in nature and does not limit the rights of property owners under applicable regulations.

1. Management of Incidents in Private Residences (M-Cas App)

The preferred channel for managing technical incidents inside the residences is the **M-Cas application**. This tool is essential to ensure full traceability, optimize coordination with suppliers, and provide agile and transparent follow-up for each case.

Notification: For internal management and technical follow-up purposes, incidents should be registered in M-Cas. The use of this application facilitates proper identification, documentation, and handling.

Other channels (WhatsApp, calls, or emails) are complementary for inquiries.

Registration Requirements: For an incident to be processed, the user must include:

1. **Detailed location:** Affected area (e.g., Kitchen, Bedroom 1, etc.).
2. **Plan location:** Marking on the interactive map within the App.
3. **Graphic support:** Whenever possible, photos or videos clearly illustrating the issue.

Third-Party Management: Owners may appoint an authorized third party (manager, tenant) to register and manage incidents in the App, prior notification to the developer through Client Services.

Duplicates: Incidents already existing in the system under another ID will be marked as “Not applicable” due to duplication. These will be merged into the original open case, and the user will be notified to centralize information and optimize management.



2. Service Channels and Response Times

RH Privé provides property owners with its **Client Services** department, managed by Jimena Maffrand, for handling and resolving inquiries related to previously registered incidents.

For organizational and staff protection reasons, communication must be conducted through official corporate channels. The use of personal phones, private contacts, or direct communication with employees outside these channels is not permitted.

Contact methods: Email: clientservices@rhprive.com / WhatsApp: +34 653 791 893.

Service hours: Monday to Friday from 08:00 to 15:30.

Response times: Maximum response time is 48 working hours.

Nature of responses: Communications reflect the official position of the developer after internal consultations. A response does not necessarily imply immediate resolution, as it may depend on technical processes or external suppliers.

3. Proper Use of Communication Channels

To ensure organized and respectful service, property owners must use the designated corporate communication channels.

In cases of repeated, offensive, intimidating communications, persistent out-of-hours contact, or direct messages to employees outside official channels, the developer may:

- a. Appoint a single point of contact
- b. Centralize communication through one channel
- c. And/or limit responses to formal channels, without prejudice to the owner's legal rights

4. Status Glossary and Notifications

The system will send automatic email notifications only in two cases: when the status changes to "No procede" (including the reason in comments) and when it is marked as "Resuelta".

Asignado: The incident has been received and is being handled internally.

En Progreso: Technical information exchange between supplier and developer.

En espera: Awaiting access to the property by the owner.

Aplazado: Awaiting materials or specific supplies.

No corresponde: Based on current technical assessment, the issue is not covered by the applicable warranty.

No procede: Based on available information, the incident cannot be processed as



after-sales due to duplication, lack of warranty coverage, misuse, or external causes.

Reparada: The technician or supplier considers the issue resolved.

Resuelta: Final validation by the developer and case closure.

Note on Warranties and Language: Claims will be handled according to the timeframes established by the Spanish Building Act (LOE). For technical operational reasons in Spain, the official management language is Spanish, although comments in English will be included whenever possible for customer convenience.

5. Management of Common Areas and Amenities

Users do not have the option to report common area incidents via M-Cas.

Reporting Channel: They must be communicated in an organized manner to the property management (Intercala) or through the Concierge. Management will determine whether it is routine maintenance or a construction warranty issue.

Carat Experience Manager: Bárbara Benítez is responsible for ensuring the proper functioning of amenities and shared services.

Contact methods: Email: carat.residences@rhprive.com / WhatsApp +34 658 35 99 08.

Service hours: Monday to Friday from 08:00 to 15:30.

Response times: Maximum response time is 48 working hours.

Nature of responses: Communications reflect the official position of the developer after internal consultations.

Informational WhatsApp Group: This is a one-way communication channel intended for general information about the complex. If you do not have access or wish to include a third party (properly justified), you must request it via email to Client Services.

Exclusive Owners' Website: You can access the dedicated Carat website at [Carat by RH Privé- Private Area - RH Privé](#) to review current community rules, regulations, and other information of interest.

6. Code of Conduct and Support

Assistance: If assistance is required for using the M-Cas application, property owners may request support from Concierge staff or the Client Services department. The platform is designed for self-diagnosis and direct reporting; therefore, as a general rule, incidents should be registered by the user or an **authorized third party**, except in exceptional cases requiring additional support.

Mutual Respect: RH Privé requires professional and respectful behavior toward its staff and all parties involved in the after-sales process. In cases of offensive, abusive,





intimidating, or repeatedly inappropriate communication, the developer may redirect communication to strictly corporate channels, appoint a single contact, limit certain communication methods, and, if necessary, take appropriate legal action. To preserve staff safety, privacy, and dignity, direct contact with employees in their personal sphere, outside working hours, or outside official channels will not be permitted.

The implementation of these procedures reflects our commitment to excellence and continuous improvement. The respect of established channels and timelines allows us to optimize the management of each request and ensure a professional response.

Thank you for trusting RH Privé; we work every day to safeguard the value and comfort of your property.

