

Product Recall Policy

Sabina Public Company Limited and its subsidiaries.

The company is committed to creating valuable products with modern innovation, prioritizing safety in usage to ensure the utmost customer satisfaction. Therefore, all Sabina brand products must undergo quality testing and meet the operational standards set by the company. However, if any product under the Sabina brand is reported to have functional defects due to imperfections in the product, the company will address all related issues to prevent any potential harm from usage. In addition to emphasizing maximum customer satisfaction, the safety of customers is also of the highest importance.

The product recall process begins with the product data analysis department issuing a recall document for all affected products to undergo quality inspection. This is done in collaboration with the research and development department to identify the root cause and devise corrective actions, as well as preventive measures to avoid future defects. Once the inspection is complete, all recalled products that cannot be repaired to meet quality standards will be processed sustainably using environmentally friendly methods. They will be converted into clean energy fuel for use in cement production, ensuring sustainable resource circulation.

Steps for product returns and contact departments

For the product return process, customers can bring the product along with the receipt to initiate a return at Sabina counters or Sabina shops at all branches. Alternatively, they can contact customer service through various channels, including Line@ :@Sabina Thailand, Facebook: Sabina Thailand, available daily from 8:00 AM to 12:00 AM, or via phone at 662 422-9430 during regular business hours. Customers should provide details of the issue encountered along with pictures and the receipt to the customer service staff. The product can then be sent back via mail or private transport for exchange or return due to the reported issue.

Effective from January 1, 2021.



(Mr. Bunchai Punturaumporn)

Managing Director