

Quality Policy Statement

Capi Europe BV



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Capi Europe BV and Capital Ornaments BV endeavour to exceed the customers expectation by:

- Develop a stable, innovative supply chain
- Providing good quality products of a consistent level
- Controlling all process parameters
- Implement appropriate work instructions
- Developing new, attractive goods to support the marketing philosophy of our customers
- Communicate with all stakeholders in a professional manner
- Focus on reducing the companies footprint

Toine van de Ven
Managing Director
Capi Europe BV

About Capi Europe.



Capi Europe manufactures unique flowerpots for indoor and outdoor use. With our different styles and textures, there is a suitable flowerpot for everyone. A part of our production is fully CO2 neutral and is located in our own factory in Tilburg. Not only are the Capi planters made with high quality, but they are also very light while being solid and weather-resisting.

Flowerpots suitable for every garden, interior, terrace and balcony, for any plant and any style. All the flowerpots have their own design and are available in various colours and models.



Taking care of the planet and each other is in our roots.



We reshore much of our production and adopt a technique that cuts our energy consumption by 80%. We make our offices and ways of working sustainable and efficient.

Our 100% recyclable planters are designed to protect the plants they hold and are produced durably to grow with you.

With our special rain barrel and biodiversity collection we inform our customers about the need to help nature and enable them to contribute to it. And this is just the beginning!

'Grow a greener life' is more than words in a corporate mission statement. It is how we start cleaning up after ourselves by introducing a collection made from 100% waste including fishing nets. It is how our operations and products in the Netherlands got certified as CO2 Neutral. It is how we offset the emissions that remain and strive to reduce those emissions even further in the future.

It is how we hope to empower our customers to embrace a greener lifestyle. But most of all, it is how we want to inspire you to do the same. So we can work towards a sustainable future for ourselves, but mostly for next generations. Because when all is said and done, that is the only way we can keep our promise to you. Will you join us?

Capi Europe. Grow a greener life.

Taking care of the planet and each other is in our roots.



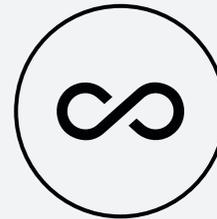
CO2 Neutral Product

The Made in Holland collection is awarded the CO2 Neutral Product label. This can only be obtained as a result of serious environmental efforts.



PEFC certification

The planters in the Made in Holland collection contain wood fibres to give it a stone-look structure. This wood is PEFC certified.



Lifetime Warranty

We keep growing to become greener & more sustainable every day. That's why our Made in Holland planters do have a design that lasts a lifetime!



Made in Holland

The production takes place in our own factory in Holland. You can recognize these planters by their unique orange interior to represent their Dutch origin.

Made in Holland Production.



01 Raw material

Mixture of polyethylene made with recycled material and wood fibres.



02 Big bags

The raw material hangs in big bags. Each big bag contains its own colour.



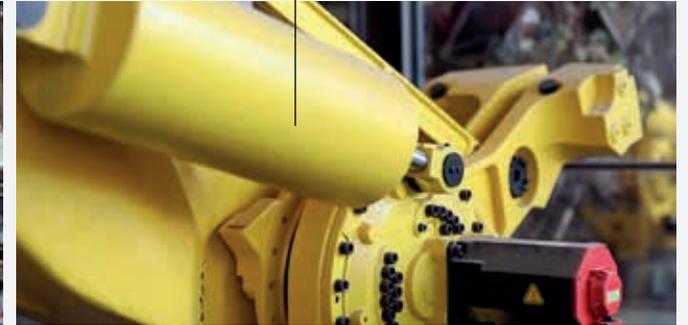
03 Filling system

The raw materials are automatically poured into the mould, using a filling system.



04 Own rotation moulding process

The mould is heated in order to melt and liquefy the powder. The machines spin around so the mixture is distributed throughout the mould. The substance is then cooled to produce the flower pot.



05 Orange inside

The two layers of the pot (outer layer and insulating layer) are made in a single cycle.



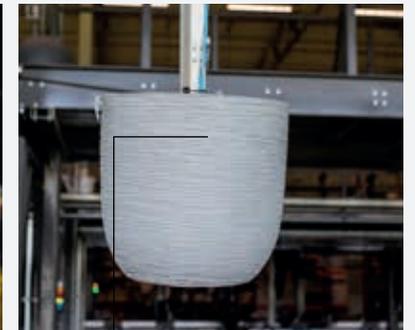
06 Moulds

Each pot model, texture, and size has its own mould.



07 Day & night

Our Capi robots work 24/7.



08 Mould to belt

As soon as the robot is finished, the pot will automatically be taken to the conveyor belt.

Made in Holland Production.



09 Conveyor belt

The conveyor belt takes the pot to the finishing robot.



10 QR code

Our first finishing robot takes the planter off the belt and makes sure the QR code on the bottom is visible to scan. After scanning the pot will be placed in front of the second finishing robot.



11 Finishing robot

The sharp edges will be removed by our second finishing robot in order to finish the pot.



No waste! 12

The edges coming of the pot will be thrown into our own shredder. This means there is no waste during our whole production process.



13 Back to the roots

The material coming from our shredder goes back to our supplier. There they will be used for new materials.

Cradle 2 cradle



Our planters are CO2 neutral, made with recycled materials and are 100% recyclable.



Capi Europe BV.

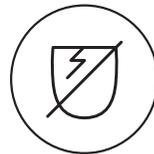
You can recognize our Made in Holland collection by their orange interior.
These planters have the following USP's:



indoor &
outdoor



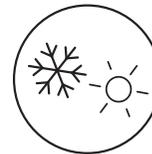
insulating
layer



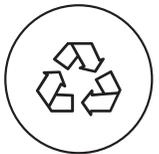
fracture-
resistant



light-
weight



frost- & UV
resistant



100%
recyclable



Made in
Holland



Lifetime
warranty



CO²
neutral



PEFC
certified

Grow a greener life.

Warranty & Service.

Every single Capi product comes with a warranty. Our Made in Holland collection comes with a **lifetime warranty** on manufacturing defects when the products are being used properly. We are proud to offer a lifetime warranty on these products to show you that we believe in the quality and long lifespan of our products. We live in a consumer society where we of course want to sell as many pots as we can. But we don't want people to buy a pot and just use it for a few years to throw it away afterwards to buy a new one. We would like to make sustainable design pots that last a lifetime!

The rest of our collection comes with a **5 or 10 year warranty** on manufacturing defects. These warranty rules only apply when the products are being used properly.

If anything happens to a Capi product when it is in use, or when a customer comes back with a complaint about a product, please do not hesitate to contact our service department. We are happy to help you. Please visit capi-europe.com/en/guarantee/, fill out the form and we will make sure you will be assisted as soon as possible.

It will be very helpful if you would describe and attach the following:

- Description of the complaint.
- Type of product and size.
- Photos of the product and their defect.
- Purchase receipt.



**LIFETIME
WARRANTY**

**5 YEAR
WARRANTY**

**10 YEAR
WARRANTY**



Scan this QR Code to go directly to the **guarantee page** on our website..

Warranty & Service.

Our warranty rules apply when our products are being used properly.

There are some things to take in mind when using a planter;

- Planters need a drainage hole when being used outdoors. This allows the roots of the plants to breathe and it makes sure the water can drain off. This drainage hole also makes the planter frost-resistant. In addition, it is important that the pot is kept off the ground in frosty conditions. If the pot has a flat bottom, it can be placed on pot feet or a trolley.

- Make sure the drainage hole is at least 25mm, otherwise it may be clogged by the hydro grains in the pot. If the pot doesn't have enough drainage, the plant will be standing in too much water for too long (and the pot won't be frost-resistant). Poor drainage can also cause calcification on the outside of the pot. This is easy to clean, but even easier to prevent with a good drainage.

- When the pot is filled, it is less easy to move it because of its weight. Therefore, find a suitable spot in advance. If you do want to move the pot (e.g. because plants have to go inside during the winter),

preferably use a trolley or lift the pot at the bottom with two people. Do not lift the pot by the edges, but at the bottom. The edges are no longer fracture-resistant when the pot is fully filled, because of the weight.

- Not all plants are suitable for pots. Our pots are only fracture-resistant if the potted plants and their roots remain in proportion. Plants with fast-growing roots, create increasing pressure and are not suitable for placing in flower pots. These include tree species, fast-growing plants and, for example, bamboo. These plants are mainly suitable for placing in the ground. If you want to put them in a nice pot, make sure you regularly repot them to a larger pot. If in doubt, always contact our service department or ask for advice in the garden center.

- Make sure the plants are in proportion with the planter you place them in. If the plant is too big or too high the plants probably do not have enough space

to grow, and the pot probably can't hold the plant, in gusts of wind for example, because the pot is not heavy enough to stay upright.

- A flowerpot can always get dirty, especially if it is outside. The flower pots can easily be cleaned with a soft brush or cloth, possibly with some warm water and a little detergent. For shiny flower pots, preferably use a soft cloth to avoid scratches. Do not use high-pressure cleaners, caustic/abrasive products or products with chlorine/ other bleaching agents.

Feel free to contact our service department if you have any questions.

Happy to help!



Scan this QR Code to go directly to the **guarantee page** on our website..