



Three goodwill-gesture rules

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Proposal · ceilings for you to set

Fictional document — demonstration example

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None of these rules is active. Each would be put to you once, on a real example, before applying on its own. The gesture and the ceiling are set by the company, never proposed by the agent.

Case	Occurrences (month)	Gesture to set	Ceiling to set
Delivery more than 5 days late	14	[to set]	[to set]
Item arrived damaged	9	[to set]	[to set]
Picking error	6	[to set]	[to set]
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The **remaining 12 gestures** fit no recurring case: they would keep going to an adviser.

Approved by: **[to complete]** — on

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.