



Triple R _ sustainable label solutions

Let us help you in making a responsible choice from our "Triple R" portfolio, our personal pick of sustainable label materials from the top suppliers in the industry.

All our efforts are aimed at reducing and recycling waste and the promotion of circular economy.





Triple R _ sustainable solutions

For a product to qualify for our "Triple R" portfolio, at least one of the components must meet at least one of the three sustainability standards:

- Responsible Sourcing: a specific amount of the content is verified as originated from sustainably sourced materials
- Reduce: material reduction offers comparable or superior performance with less material
- Recycle: a specific amount of the content is recyclable, made of recycled content, or enables better/faster recycling.

All our suppliers apply concrete, measurable criteria to ensure that these products meet the abovementioned standards. This makes it easier for our customers to be assured that they are selecting the best available products to help the environment.



RESPONSIBLE SOURCING

FSC® PEFC™

Bio-based films

Choose from hundreds of

label options made with FSC

certified paper. Or with films

made of renewable sources.

REDUCE

Thinner films Thinner backings Linerless labels

Consume less material by using thinner constructions,



Recycled content Recyclable labels Recycling services

Make your packaging more recyclable or add more recycled content. both face material and liner.

Ask your product specialist to guide you through the full range of possibilities.

T+32 3 455 70 71

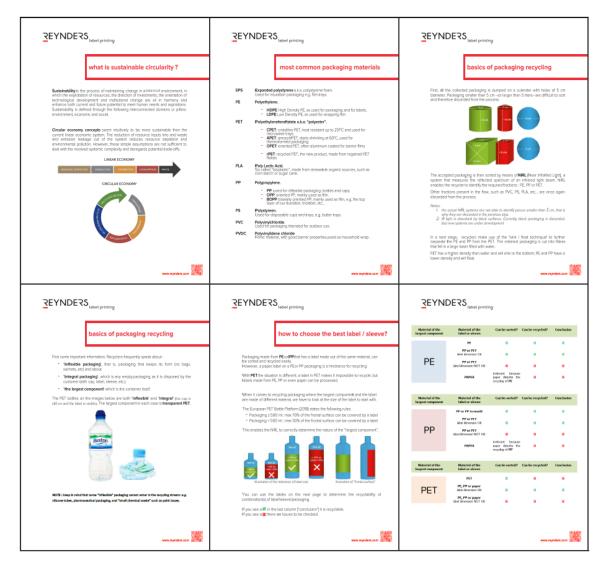
E info@revnders.com

Important note: we will always try to find the most appropriate material for your project. However, given the variety of packaging and applications, we believe it is fair and recommendable that you conduct a thorough test of the construction in real-life conditions to assess its suitability for your purposes.



sustainable circularity guidelines v.2

We have made a 10 page document in which we try to set forth a number of guidelines that will be helpful in choosing the best possible label material for a given packaging, so as to make the "integral packaging" as sustainable and suitable for recycling as possible.



If you wish a copy of this document, just send a mail to **info@reynders.com** and we'll reply with the document attached as a PDF.





HolyGrail 2.0



The Digital Watermarks Initiative HolyGrail 2.0 – facilitated by AIM, the European Brands Association, as the next iteration of the initial HolyGrail project under the Ellen MacArthur Foundation (2016-2019) – is a pilot project with the objective to prove the viability of digital watermarking technologies for accurate sorting and consequently higher-quality recycling, as well as the business case at large scale.

Digital watermarks are imperceptible codes, the size of a postage stamp, covering the surface of a consumer goods packaging and carrying a wide range of attributes. The aim is that once the packaging has entered into a waste sorting facility, the digital watermark can be detected and decoded by a standard high resolution camera on the sorting line, which then — based on the transferred attributes (e.g. food vs. non-food) — is able to sort the packaging in corresponding streams.

This would result in better and more accurate sorting streams, thus consequently in higher-quality recyclates benefiting the complete packaging value chain.

As before, REYNDERS label printing has taken its responsibility in promoting circular economy for packaging and has shown the will to help eliminate problematic or unnecessary single-use plastic by signing up as an active member of "HolyGrail 2.0".



Read more about the project at https://www.aim.be/priorities/digital-watermarks/ Or ask one of our product specialists to guide you through the presentation.





International Sustainability & Carbon Certification



ISCC – International Sustainability & Carbon Certification – is a globally applicable sustainability certification system and covers all sustainable feedstocks, including agricultural and foresty biomass, circular and bio-based materials and renewables.

Bio-based alternatives to fossil components

In a circular economy, remaining virgin inputs can change to renewable feedstocks from responsibly managed sources. Bio-based materials reduce the dependency on limited fossil resources and are able to lower greenhouse gas emissions. Corn, sugarcane, vegetable oils or other plant materials, as well as second-generation biomass (e.g. bio-based wastes or crop residues) or third-generation biomass (e.g. seaweed, algae), can be used as feedstocks in the production process.

ISCC sustainability certification of circular and bio-based approaches

When it comes to building trust in innovative approaches and credible communications, third-party certification is a proven tool to verify compliance with sustainability and traceability requirements. ISCC PLUS is a standard well-recognized by all stakeholders for recycled and bio-based materials. ISCC PLUS certification provides traceability along the supply chain and verifies that companies meet environmental and social standards. For companies using the mass balance approach, ISCC PLUS certification verifies that the mass balance accounting follows predefined and transparent rules. The same applies, of course, when using the chain of custody option "Physical Segregation".

Source: https://www.iscc-system.org/about/circular-economy/





Sustainable forest management $\sqrt{.}$





PEFC (Programme for the Endorsement of Forest Certification Schemes) and **FSC** (Forestry Stewardship Council) are two international forest certification systems which have developed standards for sustainable forest management. By fulfilling these standards and by tracing the wood from forest to product, the PEFC or FSC logo may be used.

Having a chain of custody for PEFC and FSC guarantees that the wood used in a product is legally sourced and originates from certified forests. Certified forests are those that have been assessed as being managed sustainably. This means that environmental, social and economic aspects are taken into account in all forestry practices.

Currently about 7% of the world's forests are certified. The availability of FSC/PEFC paper depends on the type of certified wood available in the countries supplying pulp to our suppliers.

When purchasing paper products, REYNDERS label printing will favor those suppliers that have a chain of custody.



More information can be found at http://info.fsc.org/ and http://www.pefc.org/ where you can also consult the certification databases.







materials from alternative sources

- Apple Touch & Grape Touch
- CaneFibre™ _ made from 'bagasse'
- NatureFlex[™] _ bio based
- Clear, wood-based PP film _ ISCC
- Clear & white, wood-base PE film _ ISCC
- Bio-based PE film
- Compostable thermal paper
- Global MDO



Apple Touch | Grape Touch

When seeking brand differentiation, unique, pressure sensitive facestock materials can be the difference from your brand remaining on the shelf or being enjoyed by consumers.

"Apple Touch" and "Grape Touch" are two uncoated, matt, smooth woodfree papers of FSC origin, that have been "pimped" with 5% of apple waste, from apple juice production or 15% of grape waste from wine making.

Both products are designed for primary labeling of high and premium goods with a natural image e.g. cider, wine, spirits, specialist foods etc...





Cane fibre _ eco friendly paper

Cane Fibre is a pure white paper, made of by-products from the transformation of sugar cane (the so-called "bagasse") and consists of 95% of sugar cane fibers and 5% of hemp and linen. It can be described as a "white uncoated, matt wood-free printing paper with high wet strength and fungicidal treatments".

Cane Fibre is a great base material for primary labeling of high-end and luxury goods with an 'old world' image such as wines, spirits and specialist foods.

This paper is eco-friendly in that it avoids tree loss and no chemicals are needed to remove any ink in order to ensure a white colour, unlike recycled papers. Although this is a specialty product, it is far less costly than tree-free paper made from cotton.





NatureFlex™

NatureFlex[™] is a range of speciality packaging films developed to offer packaging material options that give strong environmental support towards increasing consumer demand for more environmentally responsible packaging.

These bio-films are based strongly on renewable resources (wood-pulp from managed plantations) and are certified to the European (EN13432) and American (ASTM D6400) norms for Industrially compostable packaging. In addition, the majority of grades have been certified by TÜV Austria to the OK Compost Home standard for home composting and certain grades have been proven to biodegrade in a waste-water environment.

Further testing has proven that most NatureFlex™ grades are also suitable for anaerobic digestion. NatureFlex films begin and end their life as a natural, environmentally responsible product.

NatureFlex[™] is mainly used for barrier films, but a two side coated version for labeling applications is successfully transformed into labelstock by a number of suppliers.





Clear wood-based PP film Clear & white wood-based PE film



The packaging world is constantly on the lookout for new and better ecodesigned solutions for product labeling that can tackle issues around the use of plastics and to support sustainability. Hence the growing need to replace traditional fossil-based virgin materials with renewable ones.

Today we are perfectly able to respond to that need by proposing you a **clear, wood-based polypropylene film** as well as a **clear & white wood-based polyethylene film**; all efficient and impactful ways to reach your sustainability goals on using renewable raw materials without differences on product performance.

This product combines **circular economy** with renewable raw materials ensuring a truly sustainable packaging solution.

Our supplier efficiently uses raw materials to create new products and services based on wood fibre, biomolecules, residues and side streams.

Both these wood-based films offer a natural step on a steady journey towards a smarter labeling future beyond fossils. With these materials, you too can be a pioneer in replacing virgin fossil-based film material with wood-based one.





This film is an ISCC certified product. ISCC certified plastic film is produced by using sustainable resources to replace an equivalent amount of fossil resources in the production process (mass balance approach).





Bio-based PE film



Brand owners are seeking sustainability gains hence the demand for sustainably sourced raw materials is growing rapidly. Products derived from plant-based sources avoid using scarce petroleum resources, and prevent pollution from fossil fuel extraction. A 2013 European Commission Survey showed 77% of European consumers are willing to pay extra if they are confident in a product's green credentials.

The facts

- A facestock made entirely from sugar cane ethanol
- Certified under the Bonsucro® scheme
- Functions behaves just like conventional polyethylene (PE)
- Plant-based PE film can be recycled in the standard polyolefin recycling stream

The benefits

- Uses existing production methods with easy regualification
- Helps brands communicate positive brand values
- Helps in reducing the carbon footprint of your company by using plant biomass

The application areas

- Any application that currently uses white or clear standard PE
- Premium applications in food and beverage
- Home Care & Health and Beauty
- All applications where sustainable sourcing will be the differentiator





Compostable thermal paper

We'd like to present you an "OK Compost-certified" label material for **direct thermal** applications.

It is guaranteed BPA-free, FSC-certified and suitable for industrial or home composting. It is perfect label material for compostable food packaging and supermarket bags.

- A white, woodfree printing paper with a high sensitivity thermal coating providing good image resolution.
- Compliant with Annex XVII to Regulation (EC) No 1907/2006.
- Designed for use in dry weigh scale, process tracking, point of sale item information labelling where limited image durability is required
- Specifically suited for those kinds of applications where the complete packaging should be biodegradable and where indirect or direct food contact with dry foodstuff is required (ie. fruits & vegetables labeling)
- Contact with moisture, oil, fats, plasticizers and exposure to strong lighting should be avoided due to potential image fade.





Global MDO _ the green alternative

"Global MDO" is a white or clear co-extruded, machine-direction oriented polyolefin film with a thickness of only 50μ . This new material aims at reducing the environmental footprint, resulting in a sustainable advantage.

Compared to PE 85, Global MDO lessens environmental impact in all categories. Impacts were reduced anywhere from 3% to 97% driven by lower material weight and the use of a PET liner instead of a paper liner.

- Because of its lighter weight facestock and liner, Global MDO produces 40% less solid waste and utilizes 37% less energy. Greenhouse gas emissions are reduced by 10%.
- Due to the use of a 23 μ PET liner instead of a paper liner, 50% less water is required.





materials with recycled content

- rPP 60 _ chemically recycled PP film 90-99% PCW
- rPP 60 _ recycled cavitated PP film 22% PIW
- rPE 80 _ recycled PE film 30% PCW
- rPET sleeve film _ recycled PET 30% PIW
- recycled paper I _ 30% PCW
- recycled paper II _ 100% PCW
- recycled paper III _ 75-100% PCW for beverages

rPP 60 _ recycled PP film 90-99% PCW



This new ISCC certified rPP is a chemically recycled polypropylene film that helps companies meet plastic regulations and reduce their carbon footprint while retaining the quality and characteristics of traditional PP labels.

Polypropylene is a widely used material in product packaging that does not have as robust a recycling stream as PET. Together with our supplier, we aim to address the lack of sustainable PP options on the market with this new material rPP film, made from resin containing up to 99% postconsumer recycled (PCR) material.

The chemical recycling process used to make rPP results in film with the same characteristics and quality as conventional PP, but with a 79% reduction in CO2 emissions.

rPP is available in white (90% PCR) and clear (99% PCR), rPP is approved for direct food contact and is a highly sustainable option for food, beverage, cosmetics, personal care, and home care products.



Containing a high percentage of recycled material, rPP can help alleviate upcoming plastic packaging fees, such as the European plastic levy, most likely to being introduced in 2023, with a potential call rate of 0.80 EUR per kilogram of non-recycled plastic packaging waste. As well as the UK plastic tax, taking effect in 2022, which will tax plastic packaging with less than 30% recycled material.



rPP 60 _ recycled cavitated PP film 22% PIW

Designed for sustainability-oriented brands, rPP is made with up to 22% recycled content from mechanical recycling of post-industrial waste, reducing the waste of the packaging industry.

The facts

- At this moment only **white** material available
- Contains 22% Post-Industrial PP Waste (PIW)
- Shortest waste cycle & lowest CO₂ impact of all recycling options

The benefits

- rPP has an appearance similar to standard film
- indirect food approval

NB: rPP ISCC (pyrolysis) and bio-based PP ISCC will become available in 2021.









rPE 80 _ recycled PE film



In line with our commitment to finding and offering our customers more sustainable solutions for the labeling industry, we are pleased to present you the industry's first recycled polyethylene.

After successful print and dispensing trials, it is now commercially available.

The facts

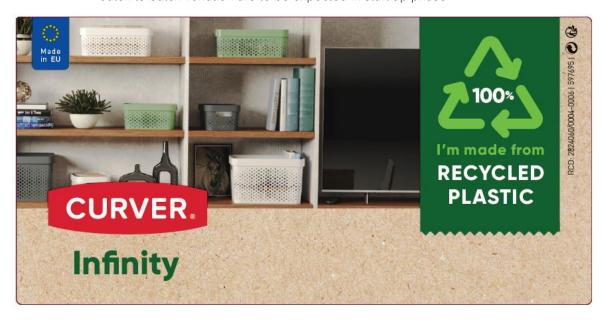
- Both clear and white materials available for testing
- 30% PCW (post consumer waste) in the middle layer of the film
- Improved sustainability credentials (GreenPrint)

The benefits

- rPE will emphasize your sustainability aspect on the shelf
- rPE offers good printing quality, both with digital and conventional printing
- No impact on dispensing

To be taken into account

- No food-contact approval
- rPE will show different aesthetics vs. virgin PE
 - certain impurities in the film are expected to be visible. Printing will cover most of them.
 - batch to batch variation are to be expected in start-up phase



1 mil m² of rPE80 vs standard PE85 will reduce the use of

- Fossil fuel 29%
- = 214 barrels of oil
- Energy usage with 11%
- = 15 households/vear
- Water usage up to 10% = drinking water for 1452 people/year





rPET sleeve film _ recycled PET 30% PIW

Designed for sustainability-oriented brands, medium shrink **rPET sleeve film** is made with **30% PIW (Post Industrial Waste),** reducing reliance on fossil-fuel based films and helping to lay the foundation of a "closed-loop" plastics economy.

The facts

- ≥ 65 TD shrinkage; ≤ 5% MD shrinkage
- Ideally suited for glass and thin-walled plastic containers
- No coating, printable on both sites
- Excellent shrink finish control in hot air and steam tunnels
- Uniform shrink finish even at critical areas and on demanding bottle shapes due to flat shrink characteristic
- Lowest specific gravity for full PET-G sleeves
- High clarity assured
- Superb thickness distribution

Compliance

- Films comply with global applicable standards
- Formulantion compliant with EU No 10/2011
- Packaging and Packaging waste guideline: 94/62 EC
- Compliant with EC 1935/2004 and suitable for direct contact with foodstuffs





This rPET material is Reynders' prime choice for our ZIPsleeves TM as it is – in our humble opinion – the best sustainable combination actually available in the market.



Recycled paper I _ 30% PCW

Labelling materials that are made using recycled content are now an excellent choice for sustainability-minded label converters and brand owners, thanks to careful selection from post-consumer waste streams and better facestocks manufacturing processes.

Our portfolio of sustainability-oriented products includes recycled face materials made up to 30% from post-consumer waste

- The FSC certified face material contains 30% recycled fiber
- The backing contains 15% recycled liner waste
- Being produced from post consumer recycled paper (PCR) and post industrial recycled liner (PIR), there is a possible higher incidence of impurities in the product compared to virgin fiber products.
- Available with different permanent and removable adhesives, for general and specific purpose applications.





Recycled paper II _ 100% PCW

Labelling materials that are made using recycled content are now an excellent choice for sustainability-minded label converters and brand owners, thanks to careful selection from post-consumer waste streams and better facestocks manufacturing processes.

Our portfolio of sustainability-oriented products includes recycled face materials made up of 100% post-consumer waste

- 100% post-consumer waste recycled facestocks
- Similar whiteness, brightness and opacity to conventional paper facestock
- Savings in natural resources, water, energy, greenhouse gasses and waste
- Achieve shelf appeal with excellent environmental credentials
- Exceptional print quality with conventional and thermal transfer printing
- Suitable for all kinds of label shapes and designs





Recycled paper III _ for beverages 50-100% RF

Increased consumer awareness drives the need for sustainable packaging and a growing demand to use **recycled content** is clearly detected.

While 73% of millennials say they are willing to spend more if it comes from a sustainable or socially conscious brand, but... **shelf appeal** is still critical.

These topics are now covered by over a dozen new products with exotic names, such as: matt white, Fleury Antique, Chêne & Crème, Rustrel Ice, Nature Cloud, Ronda Ice, etc...

- Each of these papers contains 50 to 100% recycled fiber
- Smooth papers with a tactile, handmade appearance and feel
- Eco-friendly: use of natural pigments for a natural white colour
- The whiteness level enables the designers to have free reign with their creativity
- Differentiate on the shelf with premium materials
- Low minimum order quantities for small production batches





materials to facilitate recycling

- CleanFlake™
- Wash-off labels _ paper & synthetic
- Wash-off labels for low temperatures
- Vanish™ PCR
- ZIPsleeve[™]



CleanFlake™

Standard PS and shrink labels limit PET recyclability into food-grade rPET due to contamination. This strongly hinders recyclers' yields and in turn causes a severe imbalance in demand and supply of rPET.

CleanFlake* is a pressure-sensitive film label that separates cleanly from the PET flakes during the standard recycling process. The use of CleanFlake helps recyclers to improve their yield and it helps you to improve your sustainability credentials.

- No adhesive residues on the PET flakes
- Fully compatible with your existing value chain
- Approved by the APPR** in the US; European qualification pending
- Enables bottle-to-bottle recycling, increasing rPET supply and reducing rPET resin cost
- Promotes recognition of brand owner's efforts to recover and recycle.

* CleanFlake is a PP film (clear or white) with a water-removable adhesive ** APPR: Association of Postconsumer Plastic Recyclers







Wash-off labels _ paper & synthetic



"Wash-Off" constructions are specially developed for labeling **returnable glass bottles**. Both the **paper labels** and the transparent **no-label-look labels** are extremely pleasing to brand owners who want to differentiate and seek more sustainable and appealing decoration.

Plunging the labeled bottles into cold water or even an ice bucket has no effect on the adhesion or the transparency of these labels. However, they possess a unique property that allows them to be washed off in a warm alkaline bath, quick, easy and without the slightest trace of adhesive. Just like wet-glue labels!

These "Wash-Off" labels are a great innovation for every brewer, soft-drink or juice manufacturer who is looking for modern-day labels that combine top-notch print quality and supreme ease-of-use.





Wash-off labels (low temperature)

Recyclers are steering us onto new paths towards sustainability. Under their watch, we see a slow but steady demand for **labels that can be completely removed** from the plastic packaging before it is shredded it into recyclable flakes. And preferably they want this done at **temperatures below 40°C**.

Although this is not easy to accomplish on shampoo bottles (to take just one example), we have a solution that will immediately please you. And the recyclers.

The facts

- It is all about paper labels for decorating plastic packaging
- It is all about **one-way packaging**, not for returnable
- Clean removal of labels in water with a minimum of 21°C and optimal at 60°C
- No additives required for removal.
- Labels can be applied to dry substrates only.
- Printing and varnishing are influencing factors.
- Preliminary wash-off tests under actual enduse conditions are strongly recommended.
- Successfully tested on PET bottles
- New tests on HDPE and PP packaging (both have low surface tension) should confirm suitability for these materials as well



Our supplier also sees applications on the margin, such as for IFCO and EuroPool (identification of returnable plastic containers for fruit and vegetables).





Vanish™ PCR

This thin PET is designed to help you increase your sustainability targets without sacrificing performance. Thin yet strong, these films are ideal for labeling rigid substrates in beverage, home care, and personal care applications. Vanish $^{\text{\tiny M}}$ PCR is suitable for labelling food applications packed in glass or metal containers where functional barriers exist.

Vanish™ PCR offers clarity, performance, and premium no-label look with an eco-design that provides label converters and end-users with a more sustainable choice: containing 90% recycled content, Vanish™ PCR face stocks and liners utilize recycled PET flakes collected from PET bottles and containers in the recycling process.

Sustainable by design

- Vanish™ PCR requires less virgin fossil feedstock to produce and extending that enhanced sustainability to global printers and brand owners - drives clear benefits.
- Vanish™ PCR products are the first globally available constructions to use post-consumer recycled (PCR) content in both the face stock and liner
- Like other thin film constructions, they provide efficiency gains with more labels per roll, fewer roll changes, and packaging material reductions to help reduce your overall costs
- Our team of experts are available to provide you with comprehensive technical support on all aspects of Vanish™ PCR.



Photo: courtesy of UPM Raflatac



ZIPsleeve[™]

Shrink sleeves – and most particular "full body" sleeves – make it difficult for recyclers to sort the different fractions of plastics that enter the stream. Some of the popular sleeve materials, such as PVC or OPS cannot be recycled and are discarded in the sorting stage. However, a "full PVC jacket" may cover a perfectly reclyclable PET bottle that will be led out of the stream as well.

The European PET Bottle Platform is a voluntary industry initiative that provides PET bottle design guidelines for recycling, evaluates PET bottle packaging solutions and technologies and facilitates understanding of the effects of new PET bottle innovations on recycling processes. This initiative fully supports the economic and environmental sustainability of the European PET value chain.

With the above problem in mind, the EPBP has recently launched the idea of putting a double parallel perforation in all shrink sleeves that go on packaging and to print a perfectly visible icon that urges consumer to remove the sleeve before dropping the plastic packaging in the recycle bin or bag.

We at Reynders really look forward to seeing a standardized European icon being introduced, along with supporting campaigns to enhance consumer awareness.

In the meantime we propose our own **ZIPsleeve** icon that can be introduced discretely into your packaging.







backing recycling programs

- for paper backings
- for synthetic backings



Paper & synthetic liner recycling

Depending on the country or region, landfill and waste-to-energy are the typical solutions for label release liner waste. With the help of our labelstock suppliers, a (hopefully) growing number of private initiatives and their circular economy approach, landfill waste can now be avoided.

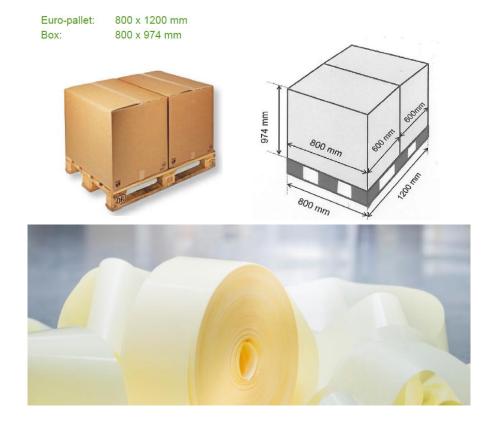
They take care of label release liner waste arising at three points along the value chain:

- 1. Labelstock manufacturing: coating and trimming waste
- 2. Label printers: matrix and start-up waste
- 3. Brand-owners: Glassine/PET waste

In doing so, self-adhesive label by-products can enter a new life as magazine paper, paper liner, composite material, or energy. We therefore invite our customers to analyze their monthly output of label release liner waste and to check these numbers against the published guidelines for free collection by the available recyclers.

You'll see that freeing up just a few pallet spaces to store the boxes filled with liner waste will get you into the program. Most of them use a clever app that allows you to simply scan the amount of liner waste to be picked up and the recycler takes care of the rest.

Contact us if you are interested and we'll send you all you need to know.





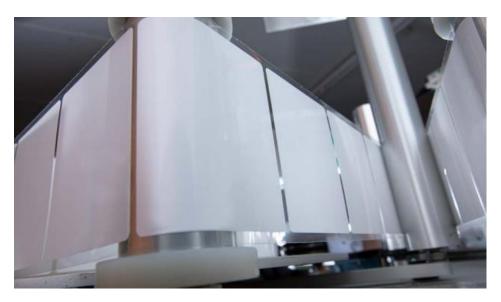
rPET liners

Liner materials made using recycled content offer an excellent choice for sustainability-minded label converters and brand owners. They help to close the recycling loop, using carefully selected material from post-consumer waste streams.

Recycled liners offer an important differentiator, allowing to meet sustainability targets by using recycled content - all without compromising on converting performance or visual aspects

The facts

- rPET contains >30% recycled post-consumer waste (PCW) from PET bottles
- No compromise on conversion and dispensing performance versus conventional liners
- Suitable for all label dispensing processes (same as conventional liner)
- Liners with recycled content have improved sustainability credentials (e.g. water, energy, fossil fuel) vs conventional liners
- Plays a key role in the circular economy by closing the loop
- Recycled liner recycling options available (see our website)



Reduce water usage by 5% The equivalent of saving the annual drinking water for 32.3 people

Reduce energy usage by 11% The equivalent of saving the annual electricity usage of 4.8 households

Reduce greenhouse gases by 14% The equivalent of taking 4.2 cars off the road for one year

Reduce fossil material usage by 30% The equivalent of saving 59 barrels of oil





Product Codes

Name	Code
Apple Touch	012979
Cane Fibre	013002
NatureFlex	013139
Clear Wood-Based PP (aka Forest PP)	050996
White Wood-Based PP (aka Forest PP)	052004
Clear Wood-Based PE (aka Forest PE)	052055
White Wood-Based PE (aka Forest PE)	052056
Bio PE white	012699
Bio PE clear	012700
Bio PP white	013132
rPP clear C-PCR 99%	013135
rPP white C-PCR 99%	013136
rPP white M-PIR 22%	013071
rPE white M-PCR 30%	013045
rPE clear M-PCR 30%	013046
rPET sleeves	750017
Compostable PrimeCoat	012828
Compostable Thermal	012974
MDO white PET liner	010852
MDO clear PET liner	010914
MDO clear Top	012154
MDO white Top	012155
rMC PCR 30% paper acrylic	013084
Recycled Coat PCR paper acrylic	050997
rMC PCR 30% paper hotmelt	013085
rMC PCR 30% paper removable	013121
CleanFlake clear	012914
CleanFlake white	013123
Wash-Off clear	013064
Wash-Off paper	050932
Wash-Off paper low temperature	013166
Vanish®	050973



Have you got questions? Call us. Or mail us. We'll answer!

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