

AeroTek

Customer Response Policy

AeroTek Manufacturing Ltd. is dedicated to the practice of satisfying customers and improving customer service and responsiveness on an ongoing basis. These values start at the company's top management and are emphasized through all levels of responsibility within the organization. The Company agrees to:

- Endeavor to respond to all customer enquiries within one (1) day or a maximum of three (3) days.
- Monitor customer response times and endeavor to improve such response times in accordance with customer demand and practical limitations.
- Monitor customer demand via customer surveys and endeavour to meet customer demands in this regard annually.
- Ensure that all calls are answered within business hours
- Provide after-hours support to key customers by telephone and e-mail.
- Convey to customers, industry associates, and vendors our strong focus on customer service and responsiveness.
- Strive to continuously improve our commitment to the above-stated principles through exercise of our Customer Response Policy and implementing customer feedback recommendations/requests where possible.