

COMMITMENT TO CUSTOMER SERVICE POLICY

Management will ensure that Excellent Customer Service underpins every aspect of Opritech business activities. We strive to deliver a 'Total Solution' and do so with 'Unparalleled Excellence'

In order to achieve this, Opritech will:

- Continually strive to deliver 'Excellence and Value' to our customers
- Partner with our customers to achieve mutually beneficial outcomes
- Anticipate and respond appropriately to the needs of our customers
- Develop trusted relationships with all clients
- Listen to customer needs and concerns and respond in a timely manner
- Treat all customers and their property with respect

More specifically we will:

- Respond to product requests within 2 hours
- Respond to service calls within 1 hour
- Provide single item quotations within 8 hours
- Provide larger value or multiple item quotations in the shortest possible time
- Return calls and emails at the earliest time or at the agreed time
- Deliver goods and services within the time frame given to the customer
- Dispatch stocked goods the same day if the order is received before 2pm that day
- Give priority to urgent customer works and equipment break downs
- Deliver goods in whole and in good condition
- Make courtesy follow up calls after the delivery of goods and services

A B McLean
Chief Financial Officer
19th December 2016



M B McLean
Chief Executive Officer
19th December 2016




OPRITECH



**WE ARE HERE
FOR LIFE!**