

CUSTOMER SATISFACTION POLICY

As ERNA-MAŞ, we declare that we are committed to ;

- 1- Take all customer suggestions and complaints into account in an objective, impartial, attentive approach and with strict confidentiality,
- 2- Assess all customer suggestions and complaints according to relevant laws and company quality policy,
- 3- Take all the corrective actions in order to prevent the same dissatisfaction from occurring again,
- 4- Have complete transparency in our relations with our customers,
- 5- Solve all customer complaints.