

CUSTOMER SERVICE COMMITMENT

Order Confirmation, Listed Products:

Dynaset commits to confirm an order for basic price listed products within two (2) work days upon receiving the order.

Should Dynaset be unable to deliver the final order confirmation within two work days, the customer shall be duly informed that the order has been received, it is being processed, and a preliminary date for delivering the final order confirmation shall be given. The final confirmation shall be delivered to the customer immediately upon completion.

Offer, Listed Products:

Dynaset commits to deliver an offer for basic products in the price list within three (3) work days upon receiving the request.

Should Dynaset be unable to deliver the offer within three work days, the customer shall be duly informed that the offer request has been received, it is being processed, and a preliminary date for delivering the offer shall be given. The offer shall be delivered to the customer immediately upon completion.

Offer, Projects:

Dynaset commits to deliver an offer for a special / project products within five (5) work days upon receiving the request.

Should Dynaset be unable to present the offer within three work days, the customer shall be duly informed that the offer request has been received, it is being processed, and a preliminary date for giving the offer shall be given. The offer shall be delivered to the customer immediately upon completion.

Returning Calls and Responding to Emails:

Dynaset commits to return a phone call within one (1) work day.

If the requested person cannot be reached, another person will contact the customer within two (2) work days.

Dynaset commits to respond to emails regarding matters not listed in the above categories within three (3) work days.

Information:

Dynaset commits to inform the customer about possible changes to the delivery date or number of delivered items of confirmed orders as soon as the information is available, no later than one (1) work day prior to the confirmed delivery date.

