

CUSTOMER CARE POLICY

- We ensure authentic approach and genuine service of next mark to all our prospects and customers.
- We treat our valued customers with respect and dignity in all circumstances. We shall always remain honest, polite, attentive and empathetic.
- We do always have 360 degree feedback from all our esteemed customers. We constantly thrive to better our services to customer delight.
- No product is left unattended for more than 24 Hours of the information or within the promised time frame.
- All product commissioning is done with strict process adherence along with training the operator on full cycle of operation, safety, maintenance, minor redressal and requisite economy measures for the best output.
- We provide operator manual with each product besides copies of training tips and service circulars.
- We admit and correct our possible inadvertent mistakes or human errors.
- We aim at gaining each customer as our product promoters.
- We make a good difference to all customers by helping them in their enhanced operational profit or business earning and with overall service experience.