

COMPLAINTS POLICY

Our vision is to be :

World leader in the lifts and to continuously grow as a company and as individuals

To achieve this vision we set objectives that a central axis have maximum satisfaction of customers, employees and shareholders of the Company.

Our objective is to provide our customers products and services of excellent quality and reliability to meet they needs and requirements.

The Administration in this direction considers a priority the satisfaction of its customers and provides all the necessary resources (Financial, Human Resources) to achieve these objectives.

To achieve these objectives, the company implements Complaint Management System to ensure the following :

- All customer complaints are examined in detail
- Immediate solutions are given in these.
- Corrective actions are taken to eliminate the possibility of a recurrence of these problems.
- The quality of our products and our services will be continuously improved.
- The Regulatory and Legislative requirements are taken for the products.

Group General Manager



Nikolaos N. Koukountzos