



## Customer Bill of Rights

We the aftermarket services group of Lift Line Machinery Ltd. hereby decree the following:

We recognize that service is our business and our only business. We recognize that our customers are made up of two groups; those within our company, and those who use our service outside our company.

We recognize that every problem has its opportunities and a solution; therefore we agree that the following is the customer's bill of rights:

1. Our customers have the right to expect timely service as viewed from his or her perspective. We own service problems.
2. Our customers have the right to expect service at a reasonable expense.
3. Our customers have the right to expect courtesy, respect, and empathy regardless of the situation.
4. Our customers have the right to expect us to listen so as to understand their problems and show patience in the process.
5. Our customers have the right to expect us to communicate clearly and concisely with them, keeping them informed, as the need requires.
6. Our customers have the right to expect us to fix it right the first time and provide zero defects.
7. Our customers have the right to expect all our people to be qualified.
8. Our customers have the right to expect us to be dedicated to go the extra mile, to gladly accept the inconvenience that sometimes goes with the service.
9. Our customers have the right to expect personalized service that addresses his or her special needs.
10. Our customers have the right to expect cleanliness in whatever our service for him or her might be.
11. Our customers have the right to expect us to listen. There is no one as deaf as he or she who will not listen. Listen to what our customers are saying.

**Our customers come first; serving our customers  
is the business of our business.**