

As **DYO BOYA FABRİKALARI A.Ş.**, which carries out production and sales activities in Industry, Automotive, Furniture, Marine, Construction paints, Powder Coating and Insulation sectors, we undertake the following;

- To handle complaints with a customer-oriented approach, to answer all customer complaints with qualified expert staff and to ensure the satisfaction of our customers,
- In order to handle complaints effectively, to adhere to the principles of transparency, accessibility, responsiveness, impartiality, confidentiality, accountability, continuous improvement, punctuality, to respond to complaints free of charge, to provide unconditional return in line with our responsibilities and justified customer complaints,
- By combining its technology with the demands from the market, to achieve perfection with new technological products that will make the life of the consumer easier, to be the preferred brand with after-sales technical support service,
- To ensure that our practitioners are informed at DYO ACADEMY in order to increase customer satisfaction,
- Owning an organization that defines and complies with all legal regulations and incorporation requirements,
- Evaluating the notifications from customers, employees and all other relevant parties, ensuring the continuity of the necessary adaptation and improvement studies to prevent the recurrence of dissatisfaction,
- To provide resources to ensure that all customer satisfaction and complaint handling processes as management, work in line with their objectives.

General Manager  
Mehmet Mutlu Uysal

PREPARED	APPROVED	REVISION NUMBER	REVISION DATE
ŞÖLEN SERT	MEHMET MUTLU UYSAL	7	26.10.2020